Shilpa S

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#444 Basaveshwara block 2nd cross, Vijayanagar III stage, Mysore, Karnataka-570017

Mobile no: 7022641647

Carrier Objective:

Seeking employment with a Company where I **can learn new skills**, expand my knowledge, and leverage my learnings.

Work Experience:

Hewlett Packard Enterprise

-Technical Solution Cons I-b (30/11/2020 to 06/12/2021)

- Work from a standard protocol, utilizing a documented process to respond to customer issues
- Successfully resolve technical issues related to hardware from incoming customer contacts and proactive notification systems
- Work remotely via telephone, email, e-chat, and ticketing system to respond to first-level technical issues
- Respond to service, product, technical, and customer relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement
- Collaborate across teams to resolve issues
- Experience with technical support and hardware, storage, and peripheral devices
- Eager, quick learner with strong team-work spirit

Technical Skills:

- Programming Languages: Core Java
- Web Technologies: Html, CSS, JavaScript
- Database: Oracle
- Packages: Microsoft Office
- Manual Testing
- Automation Testing-Selenium

Education:

Qualification	Institution	Board/University	Year of Passing	Percentage/ CGPA
B. E	Vidya Vikas Institute 0f Engineering and Technology Mysore	Visvesvaraya Technological University (V.T.U)	2020	7.2
XII	S.V.E.I	Department of Pre-University Education	2016	77
X	Bharatiya Vidhya Bhavan	Karnataka Secondary Education Examination Board	2014	89.6

Projects:

Title   : Safety Screening Using Infrared Sensors

Duration   : 2 months

Description : The prime focus of the project was to avoid electric shock. The model act as a protective device, which can be implemented to protect human from high voltage contact.

Title   : Integrated Digital Driving System using CAN Protocol

Duration   : 6 months

Description : This project is an image processing based pedestrian detection, beam control and drowsy driver detection system, it also includes fuel monitoring, temperature monitoring, obstacle detection for an automotive designed to avoid accidents.

Internship Training:

Hewlett Packard Enterprise [01/2020-07/2020 (6 months)]

The internship was for a duration of 26 weeks.

As a part of our internship program, we have been exposed to the following trainings and experiences:

➢ Data Center infrastructure Concepts
➢ Data Center Design and Infrastructure Management
➢ Software Defined Infrastructure/ Management/ Storage/ Server

Larsen & Turbo Limited Electrical and Automation [27/06/2019-01/08/2019]

Field(s) of study: Metering & Protection Systems.

Management and Leadership Skills:

- Headed the sport's club in the college during my final year.
- Lead the girl's volley ball team during my school days.