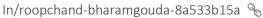
ROOPCHAND BHARAMGOUDA

Information Systems with Computing Graduate

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Professional Profile

A detail-oriented Software Engineer specialising in front-end web development, creating databases and programming, seeking to embark on a career as a Developer at a top-tier organisation. Adopts a consultative approach to ensure specific requirements are met whilst focusing on exceeding expectations for service quality. An innovative strategist who has contributed to projects that have improved efficiency, reduced risks and encouraged collaboration. Strong understanding of HTML, CSS, Bootstrap, JavaScript, ReactJS, jQuery, Java and SQL. Good understanding of Computer Networks and Operating systems. (full-time work permit in Ireland, Stamp 1G).

Core Competencies

- Self-Motivation
- Strategic Planning & Organisation
- Learning Potential
- Software Design
- Database Management
- Process & System Improvements
- Technical Proficiency
- Research and Analysis
- Problem Solving
- Teamwork

- Diligent with Attention to Detail
- Structured, Flexible, Adaptable
- Continuous Improvements
- Communication Skills

Education & Professional Development

Master of Science in Information Systems with Computing, Dublin Business School, Ireland. Feb 2018-Sep 2019 🏛 --Course Work--: Software Engineering, Web and Mobile Technologies, Enterprise Information Systems, Advanced Databases, Data and Data Analytics and Computer Systems Security.

Bachelor of Electronics & Communication Engineering, Jain College of Engineering, India. June 2012-May 2016 --Course Work--: Analog and Digital Communication, Network Analysis and Embedded Systems

PROFESSIONAL DEVELOPMENT

- 2020: Building Front-end Applications with React (Ongoing)
- 2020: Learn Git Course, Codecademy.
- 2020: Learn Command Line Course, Codecademy.
- 2020: Building Interactive JavaScript Websites Course, Codecademy
- 2019: The Complete Oracle SQL Certification Course, Job Ready Programmer.
- 2019: The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert, Udemy.
- 2019: Full Stack Web Development, Learn Code Online.
- 2016: Attended the Field Effective Transistors Seminar

Career Summary

Technical Support Analyst, DXC Technologies, County Kildare, Ireland.

March 2020 - May2020

- Answer contacts promptly and professionally.
- Log/Validate all contacts on the provided case/call logging system.
- Resolve customer queries using the relevant tools and systems.
- Manage end to end all contacts logged, providing regular updates to customers on ticket status.
- Invoke Escalation Procedures within defined time frames.
- Work to achieve individual and team goals.
- To comply/complete desk specific or ad-hoc request/tasks/training.
- Assist with new hire mentoring.
- Ensure Quality standards are adhered to in regard to both Cases & Calls.

- Continuous documentation validation.
- Protect confidential and sensitive information and materials.
- Observe strict compliance to licensing, copyright and trademark legislation.
- Accomplish other training as required.
- Pro-actively seek support from escalation team via appropriate methods as required.
- Escalate tickets to other resolution team for validation and further escalation.
- Monitor ticket queues and handle tickets appropriately.
- Provide support to multiple desks and accounts if required under CSI (Cross Skilling Initiative).
- Follow processes and procedures outlined in training.
- Other requests & duties may be assigned as required.
- All employees must make the utmost effort to follow all procedures and processes as outlined during training.
- Proactively contribute to the achievement of service desk SLA's.

Supervisor, Centra (Retail Store), Dublin, Ireland.

Oct 2018 - Feb 2020

- Led the sales floor while managers were not present. Managed a team of three or more placing individuals according to the strength.
- To merchandise and rotate stock in grocery department.
- Maintaining hygiene and food safety standards in all departments.
- Processing of customer sales, deliveries and requests.
- Handling and recording all customer queries and complaints.
- Ensuring customer transactions are carried out efficiently and effectively.
- Providing a bag packing service at the checkout and informing customers of various services, products and promotions on offer
- Supervised staff of four individuals performing various sales, customer service, accounting, repair, quality control and housekeeping functions.
- Provided timely feedback to associates on performance as related to daily activities and departmental goals.
- Attend daily meetings to report status of current issues and departmental concerns to management.

Software Engineer, ASICS Technologies Pvt Ltd, Hyderabad, India.

June 2016-Dec 2017

- Pivotal role in continuous improvements by identifying opportunities for improved performance in SQL operations and implementations, developing database solutions, best practices, software quality assurance and testing.
- Facilitate operations for production and staging environment databases, with strengths in troubleshooting, recommending function designs, improving processes, optimise procedures, and analyse SQL queries.
- Worked and gained knowledge of web development using J2EE Environment.
- Design, implement and monitor disaster recovery plans to ensure continuity of a production database function.
- Participated in the SDLC lifecycle of a client implementation such as reviewing/creating functionality specs, System Configuration & Design, Testing and Documenting.
- Experience in Agile process and development tools (Git).
- Worked in a team to gain more knowledge about file processing, exception handling and keyboard input.
- Contribute to major analytical areas such as coding, software design, prototypes, and resolving software issues.
- Actively participated and mentoring in requirements gathering, analysis, design and development and testing phases
- Involved in designing and implementing the front-end by coding in HTML5, CSS3 and JavaScript Libraries.
- Experience with website content management systems, particularly Wordpress.
- Used Media queries to write a responsive website that fits all the users and different media types.
- Participated in development activities that included coding, testing as well as documentation, when warranted for analysis process.
- Demonstrated the ability lo learn and perform trouble shooting for servers, network hardware, software applications, Cloud applications and their integration.

Projects

- Prost Food & Restaurant App
- Developed an Android app that compiles and displays lists of restaurants in Dublin in alignment with user's location.
- The user can sign in with their Google accounts, to sync with Google Maps and to be navigated to the selected restaurant, displayed alongside with the restaurant's menu, rating, address and picture.
- Utilised Web Services, open authorisation, and REST APIs as the means of communication between the systems.
- OAUTH is used to provide the user with secure delegated access with access tokens instead of credentials.
- Progressive Web App for Purchasing Movie Tickets
- Designed an app that simulates a movie booking application offline and online for both desktop and mobile devices. (HTML, CSS, JSON)
- Cross-Layer Architecture for Improvement of H.264 Video Transmission over WiMAX Network (WLAN and LAN).
- Authored an article addressing the H.264 remote video transmission over IEEE 802.11 WLAN by proposing a strong cross-layer design that influences the inalienable H.264 versatility apparatuses and the current QoS-based IEEE MAC convention potential outcomes.
- Orthogonal Frequency Division Multiplexing.

Technical Skills

- Programming: Java
- OS: MacOS, Windows, Linux and Bash
- Web development: HTML, CSS, Bootstrap, JavaScript, ReactJS, NodeJS, ExpressJS and jQuery
- Tools and Technologies: MS Office, Microsoft Outlook, Microsoft Excel, Tableau, PgAdmin, Eclipse IDE, Oracle Application Express, Visual Studio Code, Brackets.
- Databases: Oracle, My SQL and PostgreSQL

References are available upon request