

Saran S

MCA Student

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Technical Profile

- Python
- SQL
- HTML
- JavaScript
- Microsoft Word
- Microsoft Excel
- Tableau
- Power BI
- Network Security
- CSS
- Git

Competencies

Networking

Python

HTML5

CSS

MySQL

An aspiring Data analyst with a passion for transforming raw data into meaningful insights. Who possess strong analytical skills and am proficient in data collection, cleaning, and visualization using tools like Excel, SQL, Python. The goal is to uncover valuable patterns and trends within data to aid organizations in making informed, data-driven decisions. With a keen attention to detail and a commitment to turning data into actionable information, dedicated to contributing to the success of data-driven projects.

Work History

2022-01 -
2023-01

Senior Technical Support Engineer

Tata Consultancy Services, Chennai

- Troubleshooting technical issues: Support engineers are responsible for identifying and resolving technical issues related to products or services
- Providing technical support: Support engineers provide technical assistance to customers through different channels, such as phone, email, chat, or remote desktop access
- Documenting technical issues: Support engineers should document technical issues and resolutions accurately in ticketing system or other relevant tools
- This documentation can be used for future reference or to identify

2021-08 -
2021-12

Technical Support Engineer

Tata Consultancy Services, Chennai

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks
- Performed root cause analysis of reported issues to enact corrections
- Designed tailored engineering solutions for customers based upon key requirements
- Worked directly with clients in rollout and

Microsoft Excel

Microsoft Word

Interpersonal communication

Conflict resolution

Team player

post-rollout stages to train and support new applications and systems

- Documented faults and bugs for referral to development staff for use in updates

Education

2022-10 - Current	Master of Computer Applications - MCA: Computer Programming, Specific Applications <i>Gurunanak College - Chennai</i>
2018-06 - 2021-05	Bachelor of computer applications -BCA: Computer Science Alpha arts <i>And Science College - Chennai</i>

Hobbies

- Photography, Photo editing, Video editing, Chess, playing cricket and puzzle solving, Reading books.

Certifications

2023-02	Nasscom: Beginner for Data Science
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Interests

Data Analytics

Front-End Development