

SHEETAL BARDIA

Graduated
Computer science (CS)
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Education

University of Engineering & Management, Kolkata	2020-2024
Bachelor of Technology in Computer Science	CGPA: 9.02/10

EXPERIENCE

Packaged App Development Associate (Accenture)	(JUNE 2024 - Current)
<ul style="list-style-type: none">Worked extensively with SQL to write and run queries for data extraction, validation, and analysis as part of daily project operations.Handled ServiceNow ticketing system: resolved technical issues, updated ticket statuses, and ensured timely closure in accordance with SLAs.Communicated directly with clients and stakeholders to gather issue details, provide resolutions, and maintain smooth coordination throughout the ticket lifecycle.Investigated backend issues by analyzing logs from application servers to identify root causes and support troubleshooting efforts.Collaborated with cross-functional teams to ensure effective incident resolution and seamless project delivery.Demonstrated strong verbal and written communication skills while addressing client queries and preparing incident reports.Maintained accurate documentation for resolved issues and troubleshooting steps for future reference.	

Projects

Project Title
Personal Portfolio Website- Web Development Project
Project Description
This portfolio website is a compilation of academic and professional materials that exemplifies my beliefs, my projects, skills, qualifications, education, training, and experiences. It provides insight into my personality and work ethics.
Languages Used
<ul style="list-style-type: none">HTML, CSS, JavaScript
IDEs Used
<ul style="list-style-type: none">VsCode

Skills
<ul style="list-style-type: none">Programming Languages & Core Concepts: Java (Core & Advanced): Collections, Multithreading, Exception Handling, Generics, Lambda Expressions, Java I/O, File Handling, Reflection, Java 8 Features (e.g., Stream API, Optional, Functional Interfaces)Web Technologies: HTML5, CSS3- Forms, Tables, Multimedia, Geolocation, CSS Transforms, Transitions, Animations, Flexbox, Grid JavaScript - DOM, Events, OOP in JS,Errors, AJAX, Browser APIs React.js – Component-based architecture, Hooks, JSX, State & Props, API IntegrationDatabase & Backend: MySQL – Writing complex queries, Joins, Aggregations, SubqueriesLog analysis from backend servers for issue identification and resolutionTicketing & Client Interaction Tools: ServiceNow – Incident handling, ticket resolution, SLA tracking, and client communication.Version Control - Git, GitHub, BitBucket, Jira, Confluence