

Radhika Basagouda Desai

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Summary

1+ years of experience as a system administrator in Tata consultancy service. A Proven track record of monitoring, analysing, managing and assigning 500+ incidents to relevant teams and highly skilled in Salesforce administrator.

EDUCATION

Gogte College Of Commerce, Rani Chennamma University 2018-2021

Bachelor of Computer Application

Belgaum, Karnataka

- Percentage: 75.72

Lingraj College , Pre-University 2017-2018

Belgaum, Karnataka

- Percentage: 70.50

Technical Skills/ Certification

- Skills: Salesforce Administrator, Python, SQL.
- Certification: Machine Learning using Python (Learning) by Udemy.
Python by ACME.

Professional Experience (1 year)

Tata Consultancy Group (TCS)

TCS is an Indian multinational corporation that provides IT, consulting and business process services.

System Administrator:

- Monitoring Incident Tickets and taking ownership.
- Managing the Major Incidents and provide workaround within the given SLA.
- Ensure effective handling of the High priority incidents and proper routing of these incidents.
- Ensure outages are promptly communicated with exceptional quality.
- Follow-up on all critical incident with respective teams and resolve the issue within the given SLA.
- Identify and drive mitigation for gaps in procedure and process in the team and/or organizationally.

Projects:

- **Virtual Mouse Using OpenCV:**

Virtual Mouse is a script which is developed in python programming language. The aim is to control mouse cursor functions with simple camera instead of traditional or regular mouse device. Virtual mouse is the medium to communicate with user and the system using the camera. Primary goal or target audience was paralysed people who have difficulty to use regular mouse.

Interests

- Travelling
- Drawing
- Cooking