

Business Analyst Business Analyst Erie, PA Work Experience Business Analyst Tata Consultancy Services, Gurgaon, Haryana January 2017 to December 2018 Modified software to correct errors, adapt it to new hardware and upgrade interfaces and improve performance Advised customer about performed maintenance of software system Analyzed information to determine and recommended new project and planned installation of new system or modification of an existing system Directed software programming and development of documentations Stored, retrieved, and manipulated data for analysis of system capabilities and requirements Communicated with project managers to obtain information on limitations or capabilities for data processing projects Prepared reports or correspondence concerning projects specifications, activities and status Developed and directed software system testing and validation procedures Designed software system using scientific analysis and mathematical models to predict and measure outcome and consequences of design Evaluated factors of reporting formats required, cost constraints, and security restrictions to determine configurations Process Associate Interglobe Technology March 2016 to December 2016 Completed documentation needed to support testing procedures including data captures forms, equipment logbooks, or inventory forms Evaluated analytical methods and procedures to determine how they might be improved Monitored testing procedures to ensure that all tests are performed according to established item specifications, standard test methods or protocols Participated in out - of -specification and failure investigations and recommended corrective actions Performed validations and transfer of analytical methods in accordance with applicable policies or guidelines Identified quality problems and recommended solution to write and revise standard quality control procedures Developed and qualified new testing methods and identified and troubleshoot equipment problems when needed Network Administrator/ Support Engineer Micro Tech Computers - New Delhi, Delhi October 2013 to January 2016 Maintained and administered computer networks and related computing environment including computer hardware, system software, and application software Performed data backups and disaster recovery operations Diagnosed troubleshoot, and resolved hardware, software, or other network and system problems Planned, coordinated, and implemented network security measures to protect

data Configured, monitored and maintained email applications and virus protection software
Performed routine network startup and shutdown procedures and maintained control records
Researched new technologies by attending seminars and reading trade articles Sports Captain
Maharishi Dayanand University May 2010 to May 2013 Education Master's in Data Science Gannon
University - Erie, PA January 2019 to Present Bachelor of Technology in Information Technology
Maharishi Dayanand University - Rohtak, Haryana May 2013 Skills Application development,
Oracle, Java, Excel, Microsoft word, Business Intelligence, testing, MS Office Additional Information
SKILLS Knowledge of Microsoft Word, Excel, ORACLE, JAVA and Mobile Application Development

Name: Robin Ray

Email: leonardjennifer@example.org

Phone: 467-415-2355