AYESHA SAYYAD

Senior Analyst

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Summary:

Pega developer with 2+ years of experience in IT Support Specialists responsible for analysing, troubleshooting, and evaluating technology issues at Capgemini. Expertise in solving User's concerns and finding Root cause, doing initial diagnosis of issues, documenting the findings, and executing strategies to fix them.

Currently seeking a position in the field of Information and Technology to enhance my skills and knowledge and to work for the growth of the company.

Skills:

- HTML
- CSS
- JavaScript
- SQL
- MongoDB
- FireBase
- PHP
- Full Stack Web Development
- Pega PRPC
- Wordpress
- Python
- Java
- C
- Jira

Experience:

Capgemini Client Project   Mar 22- Sept 23

Minerva Cisco Project

Role: Pega Support Admin

Responsibilities:

- Working as a part L2 team which is responsible to solve ticket and complete setup requests without breaching SLA.
- Working with team of 8-10 resources ensuring users requirement are met.
- Managing and coordinating the process of incoming user calls, and effective resolution of incidents and request.
- Lead Service Desk team meetings and provide technical mentoring whenever is required.
- Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services.

Capgemini Internal project: Jan 22 - Mar 22

Food Ordering System

Role: UI developer

Responsibilities:

- Developed UI of the Portal from scratch.
- Designed Case type and added Field validations

- Customized rulesets, classes, properties, activities and flows in the Pega system.
- Translated business requirements into functional specifications.
- Created user interfaces for customer service representatives to access case information.

DCX-Tech Store using MEAN & MERN   **Sep 21 - Dec 21**

Role: Front-end developer

Responsibilities:

- Convert Html format to Angular/React format
- Design and manage UI
- Developed custom web application interfaces with HTML and CSS to meet client requirements.
- Implemented HTML5, CSS3, JavaScript and jQuery for front end development of web applications.

Education:

- Bachelor of Engineering (Computer Engineering)   2021
  AIKTC, Mumbai, India

- HSC (Science)   2017
  MES, Mumbai, India

- SSC   2015
  Anand Vidyalaya, Ahmednagar, India

Certification Training:

- Pega CSA V8.6 certified
- Web development Course on Udemy
- Runner up of Hackathon event held at AIKTC
- Pursuing Automation testing course on Udemy
- User Interface Foundation and Pega
- User Experience (UX) Essentials certification Badge from PEGA academy
- Trained in MEAN, MERN technology
- SQL, MongoDB Crash course
- Selenium course on Udemy

Interests:

- Painting
- Reading
- Collecting miniature objects

Known Languages:

- Hindi
- English
- Marathi
- Urdu