

BHAVYA SHREE G

TECHNICAL SUPPORT ENGINEER(2 YEARS)

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PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT ENGINEER

|03/2023 – 03/2025

COMPANY – IVEWSENSE.PVT LTD

- Provided first-line technical support for customers via phone, email, and live chat, resolving issues related to hardware, software, and network connectivity.
- Troubleshoot technical problems with operating systems, applications, and peripheral devices, ensuring effective solutions with minimal downtime.
- Collaborated with the engineering team to identify, reproduce, and resolve software bugs and hardware failures.

WEB DEVELOPMENT INTERN

|06/2023 – 07/2023

COMPANY NAME – INTERNPE

- Collaborate within an agile team structure where they will assist with developing code using such technologies as: Java, spring, JavaScript, and Low Code development.
- Created mockups for the website layout and design.
- Debugged existing code base to identify issues and fix them quickly.
- Collaborated with other developers in designing solutions for complex problems.
- Implemented front-end features to improve user experience.

ANDROID APPLICATION DEVELOPER INTERN

|04/2023 – 05/2023

COMPANY NAME - INTERNSHALA

- Focuses on building and maintaining mobile applications for the android platform. Collaborating with cross-functional teams to create new features. Ensuring the performance, quality, and responsiveness of applications.
- Optimized memory usage and reduced app launch time by 20% through efficient coding
- Participated in code reviews and debugging sessions, improving code quality and reducing bugs by 10%

EDUCATION

DEGREE – B.E – COMPUTER SCIENCE ENGINEERING

CGPA – 8.7

GRADUATION YEAR – 2019-2023

COLLEGE NAME – GRT INSTITUTE OF ENGINEERING AND TECHNOLOGY

PROJECT-EFFECTIVE BIG DATA ANALYSIS TOWARDS ATTACK DETECTION FOR CLOUD ENVIRONMET USING SECURED DATA ACCESSIBILITIES

- Big Data based centralized log analysis system to identify the network traffic occurred by attackers through DDOS, SQL Injection and Brute Force attack.
- Identifying all the three attacks through our application by generation of Log file which is uploaded to big data for Attack detection.
- Leveraging secure data accessibility to analyze vast datasets, identifies anomalies, and detects threats faster than traditional methods, enabling proactive threat hunting.

SKILLS

- Technical training delivery
- Collaboration and teamwork
- Excellent communication skills
- Problem-solving skills
- Customer service skills
- Proficiency in cloud-based infrastructure (AWS)
- Ability to handle multiple tasks simultaneously
- Proficiency in network technology(TCP/IP, DNS, WINDOWS,LINUX)
- Knowledge of software bug identification and resolution
- Proficiency in programming languages(PYTHON, SQL, HTML, CSS, JAVASCRIPT, AWS,GIT)

ACHEIVEMENTS

- AIR 617 in JEE Advance 2019