

## APARNA VASUDEVAN

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Seeking challenging entry level assignments in Information Technology with an organisation of repute

*Location preference: Bangalore*

### AN OVERVIEW

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- A dynamic professional having 1.9 years of experience in software development.
- Have extensive conceptual knowledge in the areas of Programming in Java, JSP & servlets.
- Exposure in end-to-end development of software products, from requirement analysis, designing, coding, testing with documentation at each step of Software Development Life Cycle (SDLC).
- Experienced in providing 24x7 desktop support to client and monitoring and troubleshooting L1 level issues for Windows, Linux and Database Servers (SQL, Oracle, Informix) including websites and Files/Directories.
- Understanding of fundamental concepts pertaining to Data Structure, Network Administration and Information Security.
- Effective communication skills and experienced in client call handling, possess a flexible and detailed oriented attitude with problem solving abilities.

### SKILL SET

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#### **Technical:**

Programming Languages	:	Core Java, JSP & Servlets, J2EE, C++, C
Web Technologies	:	HTML, CSS, JavaScript
Database	:	Oracle, MS SQL, MS Access
Applications/Tools	:	Eclipse, Net Beans, Smart Draw, Active Directory, Manage Engine- Application Manager(Monitoring Tool), Service Now and Cherwell(Ticketing Tool), VPN, Outlook

## **ORGANISATIONAL EXPERIENCE**

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**Dec, 2015 till date – Zensar Technologies, Pune (Maharashtra) as Jr. Software Engineer**

### **FUNCTIONAL SKILLS**

- Designing, developing, debugging and documentation of various Java applications.
- Delivering and implementing the projects as per scheduled milestones.
- Demonstrated exposure in full life-cycle implementation in executing Software Development Life Cycle.
- Cooperating and communicating with other team members for efficient management work.
- Providing post implementation, application maintenance and enhanced support with regard to the software application.
- Resolving technical issues related to Domain accounts, VPN, SharePoint, Outlook, IE and desktop based applications.
- Ensuring that goals of Incident Management process are achieved restoring normal service as soon as possible based on customer defined SLA.
- Detecting, logging, categorizing and prioritizing incidents and providing initial Incident support.

### **PROJECTS UNDERTAKEN**

Role: Project Trainee, developed the below Java applications-

- Payroll System
- Banking System

Role: Desktop support engineer

- Charter Communications /US client- Resolved technical issues related to client's applications, domain accounts and interacted with the clients through calls and emails.
- Maintained web services
- Alaska Airlines /US Client: Monitored the application, database and web servers and resolved L1 level issues.

## EDUCATIONAL QUALIFICATION

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- BTech (Computer Science) 2015 - Ambala College of Engineering (Kurukshetra University), with First Division
- CBSE Class 12<sup>th</sup> 2011, St. Johns School, Faridabad with 89%
- CBSE Class 10<sup>th</sup> 2009, St. Johns School, Faridabad with 90%

## CERTIFICATIONS

- ITIL( Information Technology Infrastructure Library ) V3 Foundation Certificate, 2017
- Certificate in J2EE from CMC Limited ( TCS subsidiary ), Faridabad, 2015
- Secured 1<sup>st</sup> position in Campus Connect Training Programme for Software Development Lifecycle from Infosys, 2014
- Certificate in Core Java from NIIT, Delhi, 2013

## PERSONAL DETAILS

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- **Date Of Birth :** 5<sup>th</sup> November, 1992
- **Languages Known :** English, Hindi and Malayalam