APARNA VASUDEVAN

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

***Location preference: Bangalore***

**AN OVERVIEW**

* 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**

**Technical:**

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| --- | --- | --- |
| 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**

**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**

* BTech (Computer Science) 2015 - Ambala College of Engineering (Kurukshetra University), with First Division
* CBSE Class 12th 2011, St. Johns School, Faridabad with 89%
* CBSE Class 10th 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 1st position in Campus Connect Training Programme for Software Development Lifecycle from Infosys, 2014
* Certificate in Core Java from NIIT, Delhi, 2013

**PERSONAL DETAILS**

* **Date Of Birth :** 5th November, 1992
* **Languages Known :** English, Hindi and Malayalam