Claudia Dsilva

Bhimat Wadi, Merces, Rangaon Road, Vasai(West), Mumbai – 401201.
cdclaudi33@gmail.com, +91 976 433 3693

Education:

Bachelor of Engineering (Information Technology)   June 2009- June 2013
St. Francis Institute of Technology, University of Mumbai, India

Coursework
- **Database Technologies:** Learning the concept of Database Technologies has helped me to understand the usefulness of the database along with concepts like data warehouse and data marts. I am now able to use SQL-the standard language of relational databases.
- **Operating Systems:** Various concepts of Operating Systems like threading, multi tasking, queues, stack, processing, scheduling etc. has provided me with the knowledge of how operating system works and what are its vital components.

Academic Projects:

Final year project: Hands-free Mouse Action for Disabled People   July 2012 – March 2013
- Motion-Tracking and Speech Recognition for Hands-Free Mouse-Pointer Manipulation, an application which tracked the face and the various movements with face tracing algorithm to move the mouse pointer on screen according to head movements.
- Also voice commands were given to perform the actions of opening and closing files/folder.
- This interface was made for people with certain disabilities, to provide them with a tool that promotes their independence and social interaction. The project was done using the basic devices like web-camera and microphone which fully emulated the functionality normally associated with a mouse device in a robust and a cost effective manner.

Courses: E-Commerce.   Project: Online Football Store   July 2012 – Sept 2012
An online Store Shop for all the soccer equipment and apparel needs including soccer shoes, replica soccer jerseys, soccer balls, team uniforms, Stockings and Trophies.
- Responsible for the 'requirement gathering' to understand the modules to be included in the project; listed the requirements and performed feasibility study.
- Designed the Front-End in HTML, JavaScript and CSS.
- Created a database in MySQL and linked it to the Front-end created earlier using ASP.NET.
- Created module for search techniques using ASP.NET.

Work Experience:

Working as a Senior Software Engineer for Atos India   Aug 2013 – July 2019

- Configuration and other activities related to Product configuration and Product understanding (Configuration of Rate plans, Services, free units, promotions, Product offers, rating packages etc.) and providing fixes for defects and Production issues etc.
- Trained and mentored junior developers and engineers, teaching skills in telecom billing and rating systems and Database Management System and working to improve overall team performance
- Worked with project managers, developers, quality assurance and clients to resolve technical issues and trouble tickets

Leadership Experience and Extra Curricular:

- Creative Head of University festival Event
    - Responsible for organizing and scheduling the event during the technical festival.
    - In charge of assigning task to sub teams to handle various task like Organizing Dance Event, setting up Gaming Event Labs, coordinating sports program.
- Member of the Computer Society of India (CSI)
    - Active member of CSI- Student Chapter since 2010. Participated in several workshops and conferences conducted during this period.

Honors and Awards:

- Project Star award
- Received a Certificate of Excellence for effectively handling DU based configuration and for on-time CR delivery and defect closure from Atos

Computer Skills:

Coding Languages: C, C++, java, HTML, PL\SQL.
Databases: Oracle 10g/11i, MS Access, MySQL.
Tools: BSCS 6, BSCS IX, Toad
Others: Oracle Forms Developer, OAF, Oracle Report Builder and Oracle Workflow Builder.

Languages Known:

HINDI: native language

ENGLISH: fluent (speaking, reading, writing)