

Girish C

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Career Objective: -

Looking forward to a challenging and competitive work atmosphere leading to a professional experience with a dynamic and progressive organization where my skills, talents, and abilities will be utilized to the fullest for mutual benefit.

Highest Qualification:

Qualification	University/Board	Institution	Percentage/CGPA	Year of Passing
BE(Electronics & Communication)	VTU	East West Institute of Technology	64	2017

TECHNICAL SKILLS:

- Programming language : CORE JAVA .
 - Web Technology : HTML 5,CSS,JAVA SCRIPT.
 - Automation:Selenium(Version 3.141.59).
 - Selenium Framework:TESTNG and BDD Framework.
 - Tools:Eclipse IDE,Visual Studio.
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TECHNICAL SUMMARY:

CORE JAVA:

- Good Knowledge on Operators,Data types,Control Statements ,Looping Statements.
- Knowledge on creating Classes, Constructors and Methods.
- Knowledge on OOPs Principle such as Inheritance,Abstraction,Encapsulation,and Polymorphism.

Inheritance:

- Achieving Inheritance through extends Keyword.
- Knowledge on different types of Inheritance.

Encapsulation:

- Achieving Encapsulation through Getters and Setters .

Abstraction:

- Achieving Abstraction through abstract and interface keywords.

Polymorphism:

- Achieving Polymorphism through Method Overloading and Method Overriding.

Exception Handling:

- Good understanding on hierarchy of Exception Handling .
- Knowledge on creating custom exception.
- Knowledge on throw and throws keyword.

Collection:

- Good understanding on hierarchy of Collection types .

Web Design:**HTML 5:**

- Using different tags such as anchor ,paragraph ,title ,heading,image .
- Knowledge on Id and Class Attributes.
- Creating tables.
- Creating ordered and unordered list.

Cascading Style Sheet(CSS):

- Adding colors to the HTML elements and Background images.
- Setting height and width of the HTML elements.

JavaScript:

- Creating Variable,Methods.Function Invocation.
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Work Experience:

Organization: HINDUJA GLOBAL SOLUTIONS.

Designation: Trainee Process Consultant

Process:-Windstream(US Process)

Period of Experience: From December 2018 to March 3 2020

Responsibilities:-

- Worked on Unified Ticketing tool.
 - Solving the customer queries related to Business Telephone Lines.
 - Opening tickets for customer using appropriate templates.
 - Handling Inbound and outbound calls.
 - Working in different Switches like DMS,5ESS,Genband(G9),Meta Switch, using appropriate networking commands.
 - Executing commands to check the routing built on telephone lines in different switches.
 - Performing call trapping in different switches to find the calls.
 - Opening Tickets with last mile carrier with AT&T, Verizon etc using appropriate circuit information to resolve business customer telephone issues.
 - Worked with JIRA team to place an order to resolve business customer telephone issues.
 - Co-ordinate with different team to resolve the queries relating to the raised tickets.
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