

EDUCATION

SRM Institute of Science and Technology

B. Tech in Computer Science and Engineering

CHENNAI

2017 – 2021

La Martiniere for Boys

Indian Certificate of Secondary Education

KOLKATA

Graduated 2017

EXPERIENCE

Cognizant Technology Solutions

Senior Systems Engineer: Client- Oxford University Press- Team- L1.5

KOLKATA

Jan 2023 – Feb 2024

- Handled **moderation of MS-SQL** server. Querying data to confirm data mismatch between application databases to validate bugs
- Took responsibility of **Red-hat Linux server operations** for deploying updated files to the server and archiving old files
- Deployed updates to Prod environment from **GIT** through a CICD pipeline
- Passed Script Updates to **SVN** server for provided files
- **Jira** Platform moderation using administration tools and **JQL** to automate ticket assignment a distribution
- **Responded to high priority P1/P2 tickets** and triaged them in a minimal documentation environment
- **Attended client calls** and **created new documentation** on applications and processes
- Responsible for **knowledge transfer** and **training** of new team members

Cognizant Technology Solutions

Systems Engineer: Client- Oxford University Press: Team- L1.5

KOLKATA

Jun 2022 – Jan 2023

- **On-call** for responding to **service requests** and **incident tickets** and **triaging** them through **Service Now (SNOW)** for a portfolio of **30+ applications**
- **Validated bugs** reported through incidents
- **Catch and dispatch** work including follow-up documentation and reporting on **Jira**
- Content moderation and user management for **SharePoint**

Cognizant Technology Solutions

Programmer Analyst Trainee

KOLKATA

Dec 2021 – Jun 2022

- Intensive technical training covering a broad variety of subjects – including **HTML**, **CSS**, **JavaScript**, **React.js** and API creation (using **Entity** framework)
- Gained hands-on experience in debugging, troubleshooting and problem solving

Reliance Jio Infocomm Limited

Intern

KOLKATA

Jun 2019 – Jul 2019

- Underwent training on **corporate documentation writing**
- Authored corporate documentation on the **upkeep of mock networks** using Cisco's iOS

SKILLS

Programming Languages C, C++, HTML, CSS, SQL

Ticketing Systems ServiceNow, Jira (including JQL)

Version Control Git, SVN

Databases MySQL, MS-SQL

Cloud Computing Basic understanding of EC2 instances and operations including Yum/Apt/Dnf Package managers

Soft Skills Problem Solving & Analytical Skills, Excellent communication & collaboration abilities, Self-motivated and able to work effectively in both independent & team environments

POSITIONS OF RESPONSIBILITY

Cognizant: Pod Leader (Jan 2022 – May 2022) In-charge of assigning tasks to five team members and ensuring project delivery

Cognizant: Training & Knowledge Transfer (Oct 2022 – Jun 2023) Documented application behavior, conducted knowledge transfer to new team members & mentored them on their tickets