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## EDUCATION

<b>University of Hyderabad</b> <i>Masters of Business Administration(Business Analytics)</i>	HYDERABAD <i>July 2024-Nov 2024(dnf.)</i>
<b>SRM Institute of Science and Technology</b> <i>B.Tech in Computer Science and Engineering</i>	CHENNAI <i>2017 – 2021</i>
<b>La Martiniere for Boys</b> <i>Indian Certificate of Secondary Education</i>	KOLKATA <i>Graduated 2017</i>

## EXPERIENCE

<b>Cognizant Technology Solutions</b> <i>Senior Systems Engineer: Client- Oxford University Press- Team- L1.5</i>	KOLKATA <i>Jan 2023 – Feb 2024</i>
<ul style="list-style-type: none"><li>Handled <b>moderation of MS-SQL</b> server. Confirmed data mismatch between application databases</li><li>Took responsibility of <b>Red-hat Linux server operations</b> for deploying files to the server and archiving files</li><li>Deployed updates to Prod environment from <b>GIT</b> through a CICD pipeline</li><li>Passed Script updates to <b>SVN</b> server for provided files</li><li><b>Jira</b> Platform moderation using administration tools and <b>JQL</b> to automate ticket assignment a distribution</li><li><b>Responded to high priority P1/P2 tickets</b> and triaged them in a minimal documentation environment</li><li><b>Attended client calls</b> and <b>created new documentation</b> on applications and processes</li><li>Responsible for <b>knowledge transfer</b> and <b>training</b> of new team members</li></ul>	
<b>Cognizant Technology Solutions</b> <i>Systems Engineer: Client- Oxford University Press: Team- L1.5</i>	KOLKATA <i>Jun 2022 – Jan 2023</i>
<ul style="list-style-type: none"><li><b>On-call</b> for responding to <b>service requests</b> and <b>incident tickets</b> and <b>triaging</b> them through <b>Service Now (SNOW)</b> for a portfolio of <b>30+ applications</b></li><li><b>Validated bugs</b> reported through incidents</li><li><b>Catch and dispatch</b> work including follow-up documentation and reporting on <b>Jira</b></li><li>Content moderation and user management for <b>SharePoint</b></li></ul>	
<b>Cognizant Technology Solutions</b> <i>Programmer Analyst Trainee</i>	KOLKATA <i>Dec 2021 – Jun 2022</i>
<ul style="list-style-type: none"><li>Intensive technical training covering a broad variety of subjects – including <b>HTML, CSS, JavaScript, React.js</b> and API creation (using <b>Entity</b> framework)</li><li>Gained hands-on experience in debugging, troubleshooting and problem solving</li></ul>	
<b>Reliance Jio Infocomm Limited</b> <i>Intern</i>	KOLKATA <i>Jun 2019 – Jul 2019</i>
<ul style="list-style-type: none"><li>Underwent training on <b>corporate documentation writing</b></li><li>Authored corporate documentation on the <b>upkeep of mock networks</b> using Cisco's iOS</li></ul>	

## SKILLS

**Programming Languages** HTML, CSS, C++, Java  
**Ticketing Systems** ServiceNow, Jira (including JQL)  
**Version Control** Git, SVN  
**Databases** Excel, 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