DAHABIYA P B

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Kochi, India

SOFTWARE DEVELOPER

3-year experienced software engineer looking for an opportunity to work as a software developer in an organization where I can utilize my skills and to upgrade my knowledge about new and emerging trends in the market.

EDUCATION

Bachelor of Computer Applications | 2017-2020

Mahatma Gandhi University, Kerala

Heigher Secondary- Computer Science | 2015-2017

Kerala Board of secondary education

PROFESSIONAL EXPERIENCE

Tata Consultancy Services   **Oct 2020 - Present**
Assistant Systems Engineer

- Hands on experience working in application support/incident management.
- Work on ITIL concepts like (incident management).
- Take ownership of customer issues reported and see problems through to resolution.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Follow standard procedure for proper escalation of unresolved issues to the appropriate internal teams.
- Take appropriate actions on Unix nightly running batch jobs across the time zones with/without the help of L3 team based on the scenario.
- Ensure proper recording and closure of all issues.
- Document knowledge in the form of knowledge base articles.

Tools Used
Splunk, Service Now, Putty, WinSCP, SQL Developer, Dynatrace, Mainframe, App Dynamics, Tivoli Workload Scheduler, Open Shift Environment.

Project
Marriott Internationals

Achievements
- One the Spot Award (2)
- Special Initiative Award
- Xcelerate Warrior Recognition

SOFTWARE SKILLS

Java, DSA, HTML, CSS, Bootstrap, NodeJS, MySQL, C++

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Microsoft Azure Fundamentals (Az-900)
- Java Certification - Spoken Tutorial, IIT Mumbai