Nanthini S

Analyst Trainee

Detail-oriented and client-focused Analyst Trainee with a strong foundation in technical support, troubleshooting, and IT service management. Adept at diagnosing and resolving hardware and software issues efficiently, minimizing downtime while ensuring seamless operations. Possesses excellent communication skills to interact with diverse global users and provide clear, effective technical assistance. Experienced in logging and tracking support tickets, maintaining knowledge base documentation, and collaborating with IT teams for prompt resolutions. Committed to delivering exceptional user experiences and supporting business continuity in a dynamic work environment.

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EDUCATION

Bachelor of Computer Applications
Theivanai Ammal College for Women (Autonomous)
06/2020 - 05/2023

SKILLS

Adaptability Analytical Thinking Angular

AWS Communication Skills

Customer Service Orientation Documentation Skills

Java Problem Solving Python Spring Boot

SQL Teamwork Troubleshooting Skills

PERSONAL PROJECTS

Movie Ticket Booking Application (06/2024 - 08/2024)
- **Designed and developed** a full-fledged movie ticket booking system from scratch, allowing users to browse movies, select showtimes, and book tickets.
- **Frontend development** : Created responsive, user-friendly interfaces using Angular, ensuring seamless user experiences across web browsers and devices.
- **Backend development** : Built the RESTful API with Java and Spring Boot to handle user requests, including movie listings, ticket booking, and user management.
- **Database design and management** : Utilized MongoDB to store movie details, user data, booking information, and transaction history, ensuring high scalability and fast data retrieval.
- **Authentication and authorization** : Implemented secure login and registration functionality using JWT (JSON Web Tokens), ensuring secure user sessions.
- **Tested** the application with unit and integration tests to ensure functionality, security, and performance.

LANGUAGES

English
Full Professional Proficiency