

**FULL NAME:** Sakshi Jindal  
**College Name:** Chitkara University  
**Graduation Stream:** Computer Science  
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### BRIEF OVERVIEW / CAREER OBJECTIVE / SUMMARY

To be a successful professional in a company like Birlasoft and to achieve the objectives of the company with honesty and fairness and to continuously upgrade my knowledge and skills. I want to excel in this field with hard work, perseverance, and dedication. I want a highly rewarding career where I can use my skills and knowledge to help the company and my co-workers to be successful. I can work with full enthusiasm and passion that would help me extend boundaries of my abilities.

### KEY EXPERTISE / SKILLS

Having 2 years of IT experience including ITIL(Information Technology Infrastructure Library).  
Basics:-SQL

### EDUCATION

Degree/Qualification	College/School Name	Stream/Board	Percentage/CGPA	Year of Passing
Post-Graduation	NA	NA	NA	NA
Under-Graduation	Chitkara University	Computer Science	8.08	2020
H.S.C/12 <sup>th</sup> /Diploma	Public Sr. Sec. School	Pseb	80	2016
S.S.C/10 <sup>th</sup>	Model Public Sr. Sec. School	Pseb	82	2014

## WORK EXPERIENCE

Company Name: Birlasoft

DD/MM/YYYY-17/12/2020

Role Brief: Software Developer

Key Roles & Responsibilities:

- Acknowledges the ticket.
- Monitoring tickets, applications and dashboards.
- Monitoring functioning of ticket management tool to ensure it meet the requirements of customer

## INTERNSHIPS / PROJECTS

Project Title:-OpsDPD Operational Services – WEE/DIGI

Project Brief: This is Germany based Project on Incident management (customer service).Having 2 years of experience in incident management. We Knowing client's challenges, interact with customers and understand their problems and referred them to the respective team. Monitoring dashboards and maintenance activities. Taking the ownership of high priority incidents and resolves it within provided SLA.

Project Title: Hotel Management System

Project Brief: During training period at Birlasoft I worked on springboot , jsp , servlets, API's. In this project I used these technologies . This is a Hotel Management system in java. Here you can select different hotels of different countries and book according to their choice. Here you can order food from different categories. You can simultaneously select the number of items you want to buy. This project has a database. Customer also gets option to choose its mode of payment. This not only reduces the time taken in selecting the hotel but also reduces the number of people needed to manage.

## ACHIEVEMENTS& AWARDS

- Completed C2C Training at birlasoft.

## PERSONAL INTERESTS/ HOBBIES

- I like to do dancing
- I like to do singing
- To interact with people to have the discussions on common issues.
- I like to travel and explore new places.

PERSONAL DETAILS

Gender : Female

DOB : 31/10/1998

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