# MonishaK.R

Email: monishakr16@gmail.com **Senior Associate**

Mob: (+91)9345891233

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**OBJECTIVE**

Accepting the challenge of today's fastest developing industry by utilizing all the knowledge, skill and experience

**WORK EXPERIENCE**

- Worked as a Senior Associate in SBL Knowledge Services Pvt Ltd in Madurai from Oct 2019 to Jan 2023

**EDUCATIONAL QUALIFICATION**

- 2018      B.Tech in Information Technology from K.L.N. College of Information Technology, Pottapalayam with 7.304 CGPA.

- 2014    12$^{th}$ from St.Joseph's Girls Higher Secondary School,Madurai,State Board With  74%.

- 2012     10th from St.Joseph's Girls Higher Secondary School,Madurai,State Board with 84%

**CERTIFICATIONS**

- Digital Marketing Foundation (LinkedIn)

**PERSONAL QUALITIES**

- Ability to workindependently

- Quick learner and quick decisionmaking

- Good communicationskill.

**COMPUTER KNOWLEDGE**

- MS Office, MS Excel, Powerpoint.

- Internetsurfing.

**TOOLS AND TECHNOLOGIES**

- Basic knowledge of DCM/DV360

**CO-CURRICULAR ACTIVITES**

- Attended a workshop on"Rprogramming"atKamaraj College of Engineering and Technology.

- Participated in National Level Technical Symposium at Thiagarajar college of Engineering on 22-03-2016.

- Attended a workshop on **"Network Hacking and Countermeasures"** at Thiagarajar college of Engineering on 17-03-2017.

- Participated I the Technical Event on **"Social, Mobile, Analytic and Cloud Challenges 2017(SMAC'17)"** held at K.L.N College of Information Technology.

- Participated in Multimedia Project Contest in the **INNOV-ENERG'17** held on 23-03-2017 at KLN College of Information Technology.

- Participated in National workshop on **"JAVA-An industry perspective"** trainedbyINAUTIX at KLN College of Information Technology.

- Participated in **Technical Quiz** Organized by Quality Improvement Committee At K.L.N College of Information Technology.

## PERSONAL DETAILS

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|---|---|---|
| Name | : | K.R. Monisha |
| Father'sName | : | K.R.Ramesh |
| DateofBirth | : | 16.05.1997 |
| MaritalStatus | : | Married |
| MotherTongue | : | Sourastra |
| LanguagesKnown | : | Tamil, English. |
| Address | : | 5, Ponniamman |

Kovil street, Valasaravakkam, Chenai-600116

## ROLES AND RESPONSIBILITIES

- Create a service request on behalf of a requester.

- Manage service requests to make sure that they are not breached and provide status on a service request to a customer.

- Update service requests.

- Work on service request tasks.

- Testing and analyzing IT system and software performance.

- Resolving incoming client and personnel IT queries remotely via email and phone, or at the office.

- Documenting processes and maintaining service desk records.

## DECLARATION

       I hereby declare that the above information is true to best of my knowledge and belief. If you appoint me, I will do my duties at all my entiresatisfaction.

**Place**:Madurai                                         K.R Monisha

                                                        **(K.R Monisha)**