Curriculum Vitae

Alesha Bhagwanji Meshram   **Mob.: 8805579577, 8999525581**

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Pune Maharashtra - 411041

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Objective

To secure an employment with a reputed organization to enhance my learning's, knowledge and skills.

Work Experience Projects (87 months)

Organization: Johnsons controls

Duration: April 2022 to August 2023

Designation: Tech Support specialist (Shared resource) for North America and Canada

Roles & Responsibility:

- Work with documentation team to develop technical articles and knowledge base solutions.
- Provide real time support to technicians on call to troubleshoot, configure and program fire panels. Monitor incident management queues
- Perform root cause analysis on the tickets
- Perform proof of concept solution validation and complex issue resolution with the help of Internal Teams.

Organization: Wipro Ltd

Duration: April 2016 to March 2022

Designation: L2 Support (Shared resource)

Roles & Responsibility:

- Work with documentation team to develop technical articles and knowledge base solutions.
- Provide 2nd Level Support. Monitor incident management queue
- Perform root cause analysis on the tickets
- Perform proof of concept solution validation and complex issue resolution with the help of Internal Teams.
- Create SOPs, Flowcharts, and training material for new recruits.
- Mentor L1s to gain better understanding of business procedures, as well as personal development.
- Well versed with network topology, LAN, WAN technology, basic diagnostic commands.
- Accountable for escalations and ensuring requests are handled in timely manner.

CDAC Project: *"Inventory Management System"*

Platform: J2EE   **Duration:** 6 Month

Description: An Inventory Management System is module for managing objects or materials. Objective is to automate the existing system of manually maintaining records related to sales, purchase, store, recorder level, supplier and customer monetary positions and other related transactions made at the counter. Generate relativity report for observation and record.

BE Project: *"Honey Pots of Security System to Identify Black-hat Community in Network"*

Platform: MS.NET, MS-SQL server 2000   **Duration:** 6 Months

Description: A Honey Pot application is LAN based security application. Objective of its security code is to restrict black hat community to succeed into negative intention of distributing worm or attacking on SQL server database. Placing Honey Pot on database server machine will not allow to access data without authentication. Placing Honey Pot in LAN will restrict to transfer specific extension files in LAN which are mostly worms.

Polytechnic Project: *"Payroll System"*

Platform: J2SE   **Duration:** 6 Months

Description: A Payroll System would keep a record of employee data, including their pension plan, union membership status, taxes and calculate salary, employees taking into consideration employee data. Calculates employee salary with different deductions, loan, PF, facility charges and leaves. Generate relativity report for observation and record.

Achievements:

- ➢ Project Leader in CDAC Project in 2015.
- ➢ Certificate in National level Student's Convention on Addhayan, Delivered a paper on "Honey pots Of Security System to Identify a Black Hat community in network", on 12th and 13th Feb. 2014.
- ➢ Certificate in "All India Council for Professional Training & Research Pvt. Ltd. (AICPTR)" Talent Search 2010 Examination held in Dec. 2010.
- ➢ Certificate in "Handicraft Art" organized by 'District Women and Child Development Officer', on 5th Feb. 2006.
- ➢ 2nd rank in "Essay Competition" organized by 'District Women and Child Development Officer', on 19th Feb. 2002.

Qualification Details

- ➢ MBA(DBM/Blockchain) from NIBM Pune with A grade.
- ➢ PG-DAC (Post Graduate – Diploma in Advance Computing from C-DAC ACTS, Pune (Center for Development of Advance Computing) with 63.25%.
- ➢ B.E. (Computer Science & Engineering) from Nagpur University with 56.96%.
- ➢ Polytechnic Diploma (Computer Technology) from MSBTE Mumbai, 60.90 %.
- ➢ HSSC at Aurangabad, from MSBSHSE Board Pune with 51.66%.
- ➢ SSC at Paithan, from MSBSHSE Board Pune with 54.40%.

Strengths:

- ➢ Adaptable to new environment and technology.
- ➢ Ability to work independently or in team.
- ➢ Leadership Quality and Self-initiative.
- ➢ Tech Savvy, comfortable entering and retrieving data on web-portals, etc. ⦿ Ability to work in a fast paced, performance-based environment ⦿ Ability of continuously learning and improving new things.
- ➢ Ability to help out my colleagues by extending work hours for emergency closures.

Personal Information

Father's Name	**: Bhagwanji Meshram.**
Date of Birth	: 13th January.
Gender	: Female (Unmarried)
Nationality	: Indian
Languages Known	: English, Hindi and Marathi.
Hobbies	: Listen Music, Surfing on Internet, Exploring New Places
Permanent address	**: 205, Jawahar Nagar, Manewada road, Nagpur**