

# PALAK KHADDER

## SOFTWARE ENGINEER

### CONTACT



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DELHI

### EDUCATION

#### BACHELOR OF ENGINEERING

Information Technology

SAMRAT ASHOK TECHNOLOGICAL  
INSTITUTE, VIDISHA

2016-2020

### SKILLS

- Java
- SQL
- HTML and CSS
- Smoke and sanity Testing
- Proficient in Microsoft Office (Word, Excel, Powerpoint)
- Application monitoring through Azure.

### TOOLS

- Eclipse
- Microsoft Azure
- DB Visualizer
- Postman
- Jira and Confluence
- Microsoft Studio component server
- WinSCP
- ServiceNow

### LANGUAGES

English

Hindi

### PROFILE

Result oriented and knowledgeable Technical support Engineer with a proven track record of employer and client satisfaction in providing technical support and customer service to clients and their issues. Also a team player with excellent communication skills and well developed technological expertise, currently looking for a technical support engineer to get a challenging opportunity to apply organizational skills, technical knowledge, expand skill set and contribute to the goal of the organization.

### WORK EXPERIENCE

#### JUNIOR DEVELOPER

HCL Technologies

PROJECT: HUSQVARNA NEO  
TRANSFORMATION

March 2021-Present

- Supports all the applications under JAVA track.
- Provide effective technical support to the clients and resolves the issues proactively and in a timely manner avoiding escalations
- Working experience on ServiceNow, Microsoft Azure, Jira, Confluence, Postman.
- Improves the system performance by identifying problems and recommending the changes.
- Evaluated, prioritized and responded to the service request and incidents with the resolution.
- Performs smoke and sanity testing to ensure the application working properly without any bugs.
- Hands-on experience in writing complex SQL queries to perform data analysis.
- Experience in monitoring and maintaining the application through the Microsoft Azure.
- API testing through POSTMAN.
- Experience working in challenging and ambiguous environment.
- Worked closely with client in order to get the business requirement and translate into optimal JIRA solutions.
- Involves with the QA team to test the application and support the team in bug fixes, code review and daily task where necessary.
- Experience with Atlassian product suites such as Confluence and JIRA.
- Ability to self-manage, think critically, handle multiple tasks and deliver solutions autonomously.
- Good understanding of Business Etiquette and ability to work well as part of a team with good interpersonal skills in addition to good verbal and written communication skills.

### ACHIEVEMENTS

- Won 2nd state rank in international Talent Hunt Olympiad.
- Secured 9 state rank in WIZ national SPELL BEE.