

Ramya Alagesan

Career Objective: App Support Analyst

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🎓 Education: Postgraduate

📍 Address: Chennai India

Education

2016-2018 Graduated school : FTMS College Profession :
Computer System Engineering

Major :

System Engineering, Project Management, Computer communication, Formal Methods,
Image Processing

Work Experience

Jul 2022-Present Techno space I Solution App Analyst

The main work:

1. Extracting data from database and finding issues in the application error.
2. Attend as a SPOC during activity for production team.
3. Possessing specialist knowledge of applications and software.
4. Providing technical support to teams within the organization, and to external clients when required.
5. Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date.
6. Maintaining and updating technical documents and procedures.

Jan 2022- Jun 2022 Spi Global Data Science Intern

Main duty:

1. Worked on data pre-processing , experience with database systems .
2. Gained knowledge on the basics of Natural Language Processing.
3. Worked in Web scrapping and sentimental analysis.
4. Worked on computer vision, image processing algorithms implementation and testing.
5. Worked on object recognition and tracking , image recognition, image calibration and correction.

Jan 2019- Mar 2020 Unique Engineering Business Analyst

Main duty:

- Oversaw 2 successful projects on sales process improvement and supported with analysis, gathering specifications, designing workflows and demos.
- Attended monthly stakeholder and meetings to gather insights and report on industry trends.
- Worked in SOP and PPT preparation for presenting the clients requirements.

Master a skill

Language skill : English, Tamil

professional skill : Take the Python and Data Science certificate with first class (2020-2021).

Office skills : Skilled in using Word, Office, PPT ,Excel , SOP documenting

Python 
SQL 
HTML 
MATLAB 

Personal Evaluation

I established outstanding achievement in providing service, specialist with team leadership and problem-solving skills over the past year; there were numerous areas of chance for improving my job performance. Although my reliability in finding issues and taken the issue to the concern team for resolving in Application.