Mizba

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TOOLS

- IIB ace v12
- XML technologies
- web services
- WSDL

CORE QUALIFICATIONS

- Command Center
- Experienced on Devops tooling- urban code Deploy and Github
- Worked in IIB ace v12
- Windows Server configuration and maintenance
- File Server\ Share Folder
- O365 and outlook
- DEV, UT, SIT, PROD environments.
- Basic Networking
- Problem-solving
- XML technologies, web services, WSDL

INTERESTS

- Outdoor activities
- Watching News
- Cooking
- Travelling

STRENGTHS

- Positive attitude and positive thinking
- Lead & work as a team in organized way
- A high tolerance of stress and enjoy responsibilities

PROFESSIONAL SUMMARY

To be able to contribute to organization's objective through service and responsibility. A detail-oriented professional with a passion for service in the IT Company, where my skills are effectively utilize and upgrade time to time.

EXPERIENCE

May 2022 - Current
Developer TCS | Gurgaon

- Analyzed data to determine installation of new systems required.
- Worked closely with other team members to identify and remove software bugs.
- Experienced on Devops tooling- urban code and Github
- Support and manage already developed SOA applications, performed testing on DEV, UT, SIT, PROD environments. Worked on tickets assigned to me
- Worked on XML technologies, web services, WSDL
- Responsibility for design, development and support of enterprise software applications using SOA suite.

July 2021 - March 2022
Analyst/SD HCL Tech

- Ticketing Tools:- Service Now
- Handling high priority incidents.
- Critical P1\P2 call handling as per the SLA.
- Coordination with other teams over concerned Incidents.
- Followed up on 2k incident with over 90%+ first call resolution.
- Providing IAM support and L1 troubleshooting.

EDUCATION

2021
B.TECH | Civil Engineering
Shri Ram Group Of Colleges, Muzaffarnagar, UP

2017
Intermediate | PCM
Lal Dayal Public School, Khatauli, UP

2015
High School | General
St Thomas , Khatauli, UP

LANGUAGES

- English(Bilingual)
- Hindi(Native)