**KEERTHANA NAIR KJ**

B-Tech Computer science and Engineering

Sree Narayana Gurukulam College of Engineering(SNGCE), Kolenchery, Kerala, INDIA

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**OBJECTIVE**

To pursue a challenging career in an organization where my knowledge and skills will be utilized to the fullest extent and will provide a platform for career growth and learning.

**EDUCATION**

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| --- | --- | --- | --- | --- |
| **Degree** | **Specialization** | **Institution / University** | **Year of passing** | **Status** |
| **B-Tech** | Computer Science and Engineering | Sree Narayana Gurukulam college of Engineering | 2019 | CGPA : 7.71 |
| **PLUS TWO** | COMPUTER SCIENCE | Holy ghost convent girls HSS | 2015 | 87.88% |
| **SSLC** |  | Infant Jesus Senior secondary school,Alangad | 2013 | CGPA = 8.2 |

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**EXPERIENCE**

2 years : System Engineer  
 Tata Consultancy Services(TCS), Kochi  
 *from 5th September 2019*

: Associate Software Engineer,   
 Classic technologies and business solutions, Kochi

*From 18th June 2019 to 18th July 2019*

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**TECHNICAL SKILLS**

* Domain : Banking,Utilities
* Programming Languages :C/C++ , Shell script,Python,Java,PL/SQL
* Operating System : Linux, Windows, Ubuntu
* Hardware : PC Hardware
* Skills : Programming, Leadership,Technical support

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**PERSONAL DETAILS**

* Gender : Female
* Nationality : Indian
* Date of Birth : 06/111997
* Languages Known : English, Malayalam, Hindi

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**ADDITIONAL QUALIFICATIONS**

Certification in below courses:  
 Xplore\_Foundation\_Recap\_ILT, IT\_Assessment\_iON LX\_Async , Business Skills\_Speaking Skills\_ILT, HR\_Induction\_Xplore\_ILT , Business Skills\_Writing Skills\_\_ILT

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**PROJECT SUMMARY**

AMEX(American Express)  
Worked as a Technical support

Client : IMEX

Duration : Feb 2020 to at present

Domain : Banking

OS : Linux

Scripting language : Shell scripting

Tools :Wily,Sitescope,Dynatrace,Servicenow.Splunk.

**Roles and Responsibilities**

* Worked as a L1 team lead.
* Managing team of 10 members
* Intracting with cutomers to fix issues
* Monitoring technical issues to sort it out
* Working in SSO L1 team.

Work In Detail

Successfully completed one years working for Amex project. Mostly worked on security related features like login or password authentication.

* If issues come from customer side, analyse the issue and manage those within minimum time
* If any Incidents raised by customer will allocate those Incidents to respective teams by analysing the issue cause
* Monitoring mail box and with help of wily , sitescope and Dynatrace identify if its continuous or momentary
* Make sure we give proper response to customer with minimal time
* Helps development team by doing pre and post validations of server
* Collects KPI data after testruns of server
* Collect audit data(history) of users if requested from splunk from SSO end.

Project in Classic techno;ogies and business solutions(CteBs)

* Worked in Java and PL/SQL
* Company based on textile firm
* Developing software to reduce the efforts of workers and involve more technology based machine.

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**SMALL DURATION PROJECTS**

Home automation using IOT

* Done internship in IoT under IHRD
* Did home automation using IOT
* Language used was python
* From audrino board, programmed using python, read information and devices connected to it will change status if we edit the code as ON or OFF.
* Firstly it reads information from Datebase and if we change status the DB also get auto updated.

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**ACHIEVEMENTS**

* Award for doing courses in Fresco play
* Certifications in Amex courses
* SAP certification
* Technical Skills certification – IITBX
* Financial Literacy - IITBX

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**DECLARATION**

I hereby declare that the above furnished information is true to best of my knowledge and belief.