

Jaismeen Sandhu

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To secure a position in an organisation where my technical and analytical skills will be utilized to the utmost level and provides enough scope to explore my knowledge to serve the organization to the best of my ability.

SUMMARY

A competent professional with **4+ years** of experience in IT as **Developer** and **IT Analyst**. Currently pursuing post graduate certificate in **Mobile Application Development** from Centennial College, Toronto.

- Expertise in developing and implementing websites, designing solutions for automation in IT, product deployment and providing post production support to the clients
- Conversant with **HTML5, CSS3, Microsoft Office, OpenOffice, PHP, Powershell, Bash, XSLT, Java, Windows and Linux operating systems**
- Underwent training in Advanced PHP and Embedded Systems
- Received 'A' Grade in 6-months training in Advanced PHP and Web Development
- Executive Member, 2nd National Conference on Recent Advances in Electronics and Communication Technologies (RAECT-11)
- Good analytical skills with an ability to provide solutions and add value through process improvements
- Worked on projects using automation engines like Service-Now, System Center Orchestrator & TCS IGNIO - **Received certificate of recognition for delivery of product to XL customer and unearthed various design issues which helped in enhancement of the product**
- Possess good understanding of SDLC (Software Development Life Cycle) and ITIL
- Excellent communication, presentation, logical and multitasking skills combined with good team spirit

PROFESSIONAL WORK EXPERIENCE

Mentor Tech Source, Markham - Canada
Web Designer and Developer

Project: Company website Design, Development and Hosting

- Built low fidelity and high fidelity wireframes
- Designed the website in Adobe Photoshop
- Website developed with HTML5, CSS3, Java Script, Bootstrap, and PHP

Tata Consultancy Services, Chennai
IT Analyst

(3 years 8 months)

Key Deliverables: Worked on the following projects,

Client: Nielsen, Chennai

(12 Months)

- Performed analysis on high volume incidents, change requests and service request in customer's environment
- Worked with **Data Scientists** and **designed solutions** for the automation of high hitters
- Lead and trained 6 member team
- Gathered requirements from customer's SMEs (Subject Matter Experts), deployed & tested **IGNIO** in customer UAT environment and production environment
- Worked in shifts to provide 24*7 production support for IGNIO
- Wrote **macros in excel for the handling of multiple reports** in excel files

Client: Deutsche Bank, Bangalore

(2 Months)

- Worked with SMEs to design the solutions for manual repetitive tasks
- Developed code to automate the repetitive manual tasks in Arago automation tool.

Client: XL, Delhi**(12 Months)**

- Deployed TCS Orchestrator in production environment
- Achieved the target of **resolving 1600 Incidents within 3 weeks without manual intervention**
- Tested and deployed code in production environment to perform end to end automation of various high volume Incidents to reduce manual effort hours

TRDDC (Tata Research Development and Design Centre), Pune**(4 Months)**

- Developed code to perform the **TSS Compliance reporting** automatically
- Tested the code in ARAGO automation tool
- Prepared demo and successfully presented to TCS Technical Vice President

RAECT – 2011, GNDEC – Ludhiana (Demo Website: <http://www.gkwiz.com/>)**Executive Member of National Conference Student Committee**

Project: Website Designing, Development and Hosting for National Conference on Recent Advances of Electronics and Communication

- Users can get all the information about RAECT 2011 event, including news about the event, contact info, documents
- Website developed with HTML, CSS, Java Script, Artisteer and PHP

Morph Academy, Chandigarh**Project: BBSBE College House Activity Management Website**

- Students can register to the website with their Roll Numbers and login to their accounts
- Admin can upload images to the website, manage the users, and can block the users
- Everyday thought can be uploaded by admin which can be seen on navigation pane

CORE COMPETENCIES

- **Languages:** VB Scripting, HTML, CSS, PHP, Powershell, BASH, Java, Java Scripting
- **Tools:** MS Excel, MS Power-point, Open Office
- **Databases:** MSSQL, Mysql, Oracle, Postgres
- **End to End Automation:** Service-Now, Microsoft SCORCH, TCS IGNIO
- **Web Servers:** Tomcat, Jboss, Wildfly, Apache
- **Website Designing and Development**
- **Documentation**
- **Troubleshooting**

ACADEMIA & CERTIFICATIONS

- **Post Graduate Certificate in Project Management** from Centennial College, Toronto – Aug 2016
- **B. Tech. (Electronics & Communication)** from Guru Nanak Dev Engineering College, Punjab Technical University, Ludhiana in 2011
- **VMware Certified Associate - Data Center Virtualization**
- **Novell Certified Linux Administrator 11**
- **ITIL 2011 Foundation Certificate in IT Service Management Certification**