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With over 2+ years of engineering experience, I've worked with diverse projects, excelling in issue resolution, technical execution, and collaboration with tech leaders. Proficient in fundamental & analytical skills, building customer relationships, and delivering results, I thrive in a multicultural environment, embracing continuous learning in the dynamic IT industry

WORK EXPERIENCE

L2 Technical Support Engineer | ATEME | Rennes, France **03 2023 – 11 2023**

- **Diagnosed & Resolved** incident technical issues & System related, Collaboration with R&D team I3 and L1 Team Support Engineers | **B2B | log analysis | Network problems | Protocols | Virtualization**
- **Achieved** SAAS based deployments of products on multi cloud concepts **[AWS / GCP / Azure]**
- Used **Automation and Monitored Tools** [Docker, Terraform etc]
- **Evaluate** the progress in the team by understanding the product & assessed the teammates.
- **Organized** the technical documentation based on products. **[JIRA, Confluence]**

WEB DEVELOPER – Full stack Developer | iBoo Technologies | Angers, France **03 2021 - 09 2021**

- **Project Planning and Execution**
- **Created** the Website based on **LMS Platform** using Wordpress **[Html/CSS/Javascript]**
- **Created** Web Application using **PHP Code and Laravel Framework**
- **Lead** 3 teams to facilitate the design of the solution and accomplish the project successfully.
- Use Project Management skills for **Cost Management and Budgeting**.
- **Prepared** Final Report of the Project.

ANDROID DEVELOPER – Front End | BoxCox Company | UNBLND | Brussels, Belgium **07 2019 – 09 2019**

- **Created Android Based Mobile Application**
- **Researched** and implemented the code based on React Native, API Calls
- Improved process efficiency **75%** by standardizing end to end project management workflow – Agile Methodology
- **Worked Collaboratively** with Web Designer and Digital Marketer [Knowledge of SEO, Analytics, SMO, E-marketing]
- Use **Project Management Tools** like *Trello, SWOT Analysis, Agile Methodology, MS Project, Gantt CHART*

Additional Experience – Project Manager & Coordinator

- **Conducted** Multiple Projects via **Fiverr** Platform [Website Projects] - Application Side, Product Based
- Project Applicative **[2 months – End term Master's Project]** - **Esaip School of Engineers [Raspberry PI and IOT using Python Script & Testing Network ports]** - Opened / Closed ports to filter the risk of attacks] Concept on Ethical Hacking Nov 2020- Feb 2021
- Worked & Improved the productivity as a Community Manager by **Esaip School of Engineers | WEIS (Welcome to international club)**
- Worked in India – **Hotel Management [Le Meridian Hotel, New Delhi]** Data Entry Operator – For Taxi calling, updating, management and Administration

TECHNICAL SKILLS

AWS | Linux / Windows | Project Management Tools | Terraform | Kubernetes | Grafana | Network Fundamentals | Empathetic | Technical Documentation | Considered Communicator | Team management | Organized |

EDUCATION

Bachelor's Degree in Computer Science, Chitkara University, Punjab, India	2011 – 2014
Master's Degree [Project Management and Networks], Esaip, Angers	2018- 2022
France Diploma in University d'Angers, Angers	2023

LANGUAGES

English [Native] | French [Fluent] | Punjabi [Native] | Hindi [Native] | Spanish [Elementary]

CERTIFICATIONS

AWS Skill-builder – Cloud Essentials | Google Foundation of Project Management | CEH – Ethical Hacking | Cisco Network Fundamentals