

KHUSHBOO SINGH

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PROFILE SUMMARY

- 2.8+ years of work experience in application support management and incident management/change management in Infosys.
- Rich exposure of handling client and project management activities entailing planning, application maintenance & enhancement, progress monitoring and delivery as per norms while keeping in mind Quality and Performance to be the final goal.
- Efficient skills in Database handling using SQL/Oracle and PL/SQL.
- Hands on experience in HTML5, Bootstrap 4, CSS, and JavaScript. Also, efficient practical skills in MS Excel/MS PowerPoint.
- Practical working knowledge in flex, Service Now, Jira and Splunk tools.
- Unit testing/Smoke Testing of developed system.
- Fixing of the defects and providing post implement support for the developed system.
- Rich experience in handling Priority 1 issues.

EXPERIENCE

MAY 16 – PRESENT

INFOSYS

SENIOR SYSTEMS ENGINEER

PROJECT UNDERTAKEN

NIKE APPLICATION MANAGEMENT

Technology : Java, Autohotkey, HTML5/CSS3, Bootstrap, JavaScript, Selenium & Windchill

IDE/Tools : Visual Studio Code, Eclipse, Service Now, Coach, WCC, IXP

Project Description: Nike is worldwide marketing and known for sales of footwear, apparel, equipment, and services. This project is based on Windchill based applications named as Equipment, Apparel and Footwear. I am working on application support as well as on application Enhancement part. We encounter number of issues from business users, some of them resolved at Incident Level. While for some of them Defect is logged. All Defect raised issues are solved by modifying the existing functionality of application.

RESPONSIBILITIES:

ServiceNow Ticket Logging Automation

Worked on automating Ticket creation and acknowledging mails in Service Now. Selenium and R language are widely used to complete this automation script.

PCX Application Access Ticket Automation

Worked on automating Ticket creation and acknowledging mails in Service Now. Selenium and R language are widely used to complete this automation script.

Weekly Status Report/Monthly Status Report (WSR/MSR)

From Offshore Team, I am working as Editor/Reviewer to create and present Weekly/Monthly Status Report to Clients for Frontline as well as for Advance Team.

Change Request/Incident Management

- Rich Experience in handling priority 1 issues.
- Hands on experience in resolving number of change requests/Defect within applications reported by business users.
- Reporting, KBA creation, Application account handling in ServiceNow.

NOV 15 – APRIL 16

INFOSYS

SYSTEMS ENGINEER TRAINEE

- Tennis Project in Python during Generic training in Infosys.
- Website development of an Insurance Company using .Net.

ACHIEVEMENTS

- Recipient of **Google | Udacity Front End Nanodegree** Scholarship.
- Certified in **Digital Marketing by Google Digital Unlocked**.
- **INSTA AWARD** – Won Consecutive 2 Insta Award in Nike Account for exemplary performance.
- **SPECIAL INCENIVE AWARD**: Received special incentive award for contributing in Frontline work along with Advance Team work and Automation work in NIKE account.
- **TECHZOOKA HACKATHON** – Won Techzooka Hackathon organized by Hinjewadi Organization for developing Public Property Maintenance application for Pune Citizens. We developed an app that supports proactive and reactive maintenance of public properties and spaces like roads, streetlights, dustbins, gardens etc. We have used HTML5, CSS, Bootstrap and JavaScript to build the same.
- **Internship from TCS** as Project Trainee with **iON Assessment**.

DOMAIN/TECHNICAL EXPERTISE

- IDE's : Visual Studio Code, Brackets, Eclipse
- Database : MySQL/Oracle
- Technologies : HTML5, Bootstrap3/4, CSS3, JavaScript, Selenium, Windchill, Java
- Tools : Service Now, Coach, IXP, WCC

EDUCATION

- **2015** : BTECH (CSE), PSIT COLLEGE OF ENGINEERING, KANPUR
- **2011** : INTERMEDIATE, KENDRIYA VIDYALAYA, KANPUR
- **2009** : HIGH SCHOOL, KENDRIYA VIDYALAYA, KANPUR