

# Megha Manjunath

## Software Engineer

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Portfolio : <http://meghamanjunath.com>

3400 Stevenson Blvd,

Fremont, California

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### EDUCATION:

#### Masters in Computer Science

California State University East Bay (CSUEB)

GPA: 3.714

Available for Full Time work

#### Bachelors in Information Science

Visvesvaraya Technological University, India

Overall aggregate: 73%

### SKILLS SET:

Excellent communication skills ( written, verbal )

Knowledge of Service ticketing system ( JIRA and ServiceNow )

Expertise in web based applications (HTML, CSS, HTML5, CSS3, JavaScript, WordPress, Bootstrap, server hosting, FTP and web application testing )

Knowledge of web concepts ( HTTP, HTTPS, Web Services, RESTful, SSL)

Knowledge of Network concepts ( Operating systems – Windows/Mac , TCP / IP, Certificates, SSL, firewall )

Hands on test management solutions/testing tools ( Quick Test Professional – QTP , Manual testing )

Knowledge of Database concept ( SQL queries , MySQL )

Strong knowledge on Software Development life cycle , Agile development methodologies and object-oriented concepts.

Programming Language ( C++ )

### WORK EXPERIENCE:

#### CALIFORNIA STATE UNIVERSITY, EASTBAY (ON-CAMPUS)

##### Software Developer Assistant

Aug 14 – June 15

- Assisted professor in carrying out research project on wireless data broadcast by working on design, collection and **analysis** of project data.
- Developed workable **java** programs for implementing indexing schemes and platforms which allocates data and index over the wireless broadcast channels.
- Prepared presentations and meetings to discuss on ideas for better indexing schemes and data allocation methods.

##### Technical support

Jan 14 – June 15

- Supported customers with IT/ Technical issues re at campus. This includes troubleshooting hardware, software and network related issues across the campus. Ex: **VPN setup, Network Mapping, Login Issues, software installation** etc.

- Provided quality **customer service** by accepting walk-in's, answering telephones, responding to voicemail, e-mails, live online chats, and working on tickets through the ServiceNow ticketing management system.
- Reimaged Windows and Mac computers, formatted hard drives and installed at the customer's location. Helped users and provided best practices in maintaining hardware and software's.

## Technology Support

Aug 13 – Jan 14

- Responsible for all calls concerning Assistive Technology software and equipment which requires installation, upgrades, and **configuration** at Hayward campus.
- Responsible for **maintaining** assistive technology front desk office by answering phones, scheduling assessment for AT Coordinator.
- Maintain inventory and report the equipment, software used. **Trained** students on AT software usage, assisted disabled students by converting their text materials into accessible documents.

## SAP LABS, INDIA

July 11 – Aug 12

### Quality Assurance Engineer

- Worked as a Quality Engineer under IT system and application management product standard test team. Duties included **identifying** and **collecting** operation support requirements for each project and coordinating with clients to confirm and finalize on same.
- Designed and **executed** projects like TPM (Trade promotion management), Management of Change (MoC), WEC 2.0 and 3.0 (Web channel) and Quality Issue Management (QIM).
- Attended the prestigious in-house training of SAP's solution manager trained to **install**, implement and **integrate** our projects with the solution manager to test most of the ITSAM requirements.

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