**MONIKA**

1121 28 Street NW Edmonton, AB 825-461-3990 monika.ahitaan11@gmail.com

**PROFESSIONAL PROFILE**

* An excellence-oriented professional, bringing 3.5 years of combined experience in Software development, information system, databases compliance and analysis.
* Focused on improving systems through studying current practices and designing appropriate modifications.
* Highly experienced in preparing technical reports by collecting, analyzing and summarizing information and technology trends and have demonstrated expertise in monitoring project progress by performing activity tracking duties.
* Possess exceptional attention to details with excellent interpersonal communication (oral and written), multitasking, critical thinking and analytical skills.
* Innovative thinker with the ability to work independently as well as in a team with minimal supervision.
* Quick learner with excellent problem solving, interpersonal and computer skills and ability to grow with team.
* Experience in solving analytical problems using quantitative approaches.
* Experience with SQL or other programming languages (Python, Java, and C++)

**TECHNICAL SKILLS**

SQL, CRM, React, Advanced Java, Javascript, C++, HTML, CSS, Web Developer, Applet, basics of python**,** Socket programming, PHP MyAdmin**,** Databases, MySQL,MS Word, Excel, PowerPoint, citrix Environment, SAP, Outlook, Access, SharepPoint**,** MS Office 365, Networking, CCNA**,** Back Office Management, Troubleshooting, Topologies, port Security, Configurations, IPV4, IPV6, Active Directory, Gitbash, Git, Github, Bootstrap, Visual Studio.

**PROFESSIONAL EXPERIENCE**

**Data Analyst Specialist (Work from Home)**

Sprint part of T-Mobile, Toronto October 2019 – Present

* Responding to 25 clients queries through phone calls, e-mail and video conferencing.
* Conducting proper checks on clients data to ensure there is no identity conflict during intake process, registering new clients for shelter services and providing situation and behavioural based services for them.
* Managing and protecting clients data according to privacy policies and always have health check for customers to ensure customer satisfaction.
* Working with Agile and SDLC software development lifecycle strategies.

**Front End Developer**

BEL (Bharat Electronics limited), India June 2017 – August 2019

* Implemented Web Designs and developed principles to build stable software.
* Provided guidance and troubleshooting support to 20 clients per day.
* Tested to identify bugs and technical issues before and after deployed.
* Documented bugs report, tickets and any code changes.
* Bring mock-ups to life using HTML, CSS and Advanced Java features.
* Collaborated closely with the 5 team members to support the projects during all phases of delivery.
* Built websites that are responsive and usable.
* Monitored website performance and rectified front end related issues.
* Identified innovative ideas and proof of concepts according to projects requirements.
* Ensure user satisfaction and acceptance are achieved.

**Network Administrator**

Techies, India May 2016 – April 2017

* Installed, tested and configured operating systems, application software and devices drivers.
* Performed topologies and port security to secure the network and domains.
* Applied analytical skills to repair hardware, isolate trouble areas, and discover solutions for the complications.
* Developed users' guide with features and process definitions for e-learning tools.
* Maintenance and documentation od IT infrastructure of Linux and Windows server with Active Directory, Backup management and user Support for hardware and software.

**OTHER EXPERIENCE**

**Head Cashier**

Home Depot, September 2019 - Present

* Greet the customers when entering or leaving the store.
* Work in retail establishments and supervise the activity of other cashiers.
* Perform duties like training staff, assigning tasks, scheduling shifts, collecting cash, and recoinciling cash with receipts, Data entry and operating Data.
* Perform debit, credit and cash transaction online.
* Up sales the goals by 90-95% and maintain data of sales slip on MS Access and MYAPRON sites.

**EDUCATION & LICENSE**

Postgraduate Program student **(Full Stack web development**) from **MIT** (Massachusetts Institute of Technology), USA.

**B.Tech in Computer Science Engineering** from Punjab Technical University, India.

**CERTIFICATIONS :**

* FOIP (Focus on Privacy) certified.
* MTA (Microsoft Technology Associate) and CCNA Certified.
* C-DAC Certified GST in Advanced JAVA.
* BEL certified as CSR (Customer Service Representative).