Nisha Unnikrishnanunny

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**Blog:** <https://unnisnishawrites.blogspot.com/>

Dedicated and enthusiastic associate with around 2 years and 7 months of professional work experience across multiple technical initiatives. Have vast experience in various dimensions like solving challenging problems, leadership, technical writing, team coordination, product support and content development.

**Objective**

Looking for a valuable opportunity to make use of solid skills in communication, leadership, team building and problem solving.

**Highlights**

* Presently, working as a **Software Developer, UST** in a team that uses Agile Scrum methodology.
* **Business intelligence analyst** with a product company, **Sieva Networks Solutions**, which has a consumer base across US and Europe.
* **Technical writer** at **NEST technologies** for an aerospace product.
* **Content developer** at **Chayowo Games, Info park, Cochin**
* **Senior Technical Assistant** at **Emirates airlines, Dubai**
* Trained and certified by ICFOSS (International centre for Free and Open Source Software) on **Android application development**
* Using online resources like Udemy, Linkedin Learning, Pluralsite, other sites to upskill.
* **TESOL certified** and had previous experience in providing others tips to improve confidence, English communication skills, writing skills, test preparation.

**Skills**

* HTML, CSS and JavaScript
* Familiar with Android Studio and PHP, .NET
* SQL, TsQL and XSLT coding
* MS Word, MS PowerPoint and MS Excel
* Good verbal and written communication skill
* Analytical and problem-solving skill
* Familiar with Linux OS.
* Familiar with Automation scripts running to complete a task.
* Help Documentation Tool (HelpNDoc).

**Work Experience**

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| **Feb 2020 to Present** | **UST Global, Cochin, Kerala** |
| **Role: Software Developer** | In the role of the assistant lead in a 7 member team.   * As part of e-commerce like Store implementation for Xerox, participated in various sprint planning meetings and lead the implementation team. * Closely worked with the Automation Team to set up functionalities of the store using the Automation Scripts. * Created *User Guides* for the stores implemented as part of the project work. Added to this, clarification documents after requirement analysis and concept gathering documents were completed. * Supporting in the task break down, and the research/ brainstorm meetings. * Representing the team in the meetings where both the client and implementation manager from Xerox participates. * Performed testing of the e-commerce store implementation project, SQL data check and the related modules of the store. Analyzed, whether the implemented change matches the user requirements. |

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| **June 2019 to November 2019** | **Sieva Networks Solutions Pvt Ltd, Trivandrum, Kerala** |
| **Role: Business Intelligence Analyst** | * Providing customer support for Sieva’s GPS products through ZenDesk * Maintenance of product and customer information using MS Excel * Updating the database with product information * Preparing product manuals, reference documents and presentations for user training * Good problem solver with a positive attitude towards the customer support. |

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| **October 2013 to October 2014** | **NeST Information Technologies Pvt. Ltd., Cochin, Kerala** |
| **Role: Technical Writer** | * Involved in the documentation aspect of this project (Flight Quality Studio, FliQS). It is the sophisticated next generation software used for flight data analysis and aircraft performance monitoring. * Documenting and validating the data processed in FliQS. * Creating documents to explain features, and concepts. * Created the user manual and help documents. * Support in testing the product and validating data processed as per the customer queries. * Used documentation software tools for this project purpose. |

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| **March 2011 to June 2011** | **Chayowo Games, Cochin, Kerala** |
| **Role: Content Developer / Game designer** | * Involved as researcher and a game concept writer for an upcoming PC game project. The link below has the details of this game:   http://www.bigfishgames.com/download-games/20104/zodiac-prophecies-the-serpent-bearer/index.html   * Taking part in the game review meetings and discussed ideas. * Creating various game design documents required for Flash and PC games. * Also had created content for in-house publications for the company newsletter, on their website and for some presentations. * Also, assisted the HR department during campus recruitment process. |

**Mini-Projects**

* As part of the Android Application development training with ICFOSS, an educational app named **Aasha** was developed with minimum functionalities. This helps autistic children aged between 6 to 8 years in their creative learning.

https://github.com/nishaunny/ProjectAasha

* The HTML/CSS projects and its associated files are available at: https://github.com/nishaunny/Nishasminiproj

**Writing Samples**

The following link refers to some self-authored content:

<https://unnisnishawrites.blogspot.com/>

**Internship Experience and College Projects**

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| **May 2007 to April 2009** | **Emirates Airlines, Dubai, UAE** |
| **Role: Senior Technical Assistant** | * There was a transition in the legacy system used in the Engineering Area, from EMPACS to ULTRAMAIN, where I was part of this project along with other day to day work involved in the Technical Records Department. Ultramain, was a new system that was being introduced in Emirates Engineering Center for all sorts of flight data management. * Since there are millions of transactions conducted day to day on this system and viewed by various users, data on the system was of outmost criticality. * Involved in analysis and gathering the data that needed to be incorporated into the new system. * Documenting, cross checking and validating the data incorporated into the new system. Took part in the workaround meetings. * Testing and validating the new system with the data incorporated leading to successful implementation of the ULTRAMAIN. * Helping other users and creating training documents for the users to do a transaction or view any data on the system. |

**July 2005 to MAPS Geosystems, Sharjah, UAE**

**January 2006** **College Intern (Practice School)**

* Internship provided this opportunity to understand the various aspects of Software Development in the ESRI Image Server Project. This project provides fast access to large quantities of file-based imagery. It is processed on-the-fly and on-demand.
* Designed, developed and tested web-based Geographic Information System (GIS) software according to OGC (Open Geospatial Consortium, Inc.) certifications called WMS Host, a web map service that would enable the users to access the imagery available from the ESRI Image Server, the product via the web.
* This WMS Host mainly worked on VB.Net environment and ran on the top of IIS.
* Created the required documents & UML Design Model to manage the project.

**June 2004 to ETA-ASCON, Dubai, UAE**

**August 2004**  **College Intern (Practice School)**

* Created a database for Steel Management for the Central Stores and Purchase department. This was done using VB as the front end and MS ACCESS as the back end.
* Created the required documents for this project.
* Got exposure into all the different work areas this company caters to.

**Achievements and Certifications**

* Participated in a quiz within based on *agile way* of functioning, named: **Unlock Agile 2020**, with UST workplace. Grabbed a prize for the quiz and gained some USTAR points like a reward.
* Certified in **Microsoft** **Azure Fundamentals**, cleared the **Exam AZ-900** in March 2021.
* I had joined the AWS learning opportunity from my workplace and completed some courses like – **AWS Business Professional (Digital)** and **AWS Cloud Economics**.
* Certified in basics of Android App development, ICFOSS (Oct 2019) and TESOL (March 2018).
* Participated in the *5K Marathon* run (Thrissur, Kerala) and *7K Marathon* run (Cochin, Kerala).

**Academic Qualification**

**2019 -** Certified in Android App Development from ICFOSS, Trivandrum.

**2018 –** Certified in TESOL/TEFL Program. This is an online teacher training course with focus on the communicative English.

**2006 -** B.E. (Hons.) in Computer Science, CGPA: 7.44, BITS Pilani Dubai Campus

**2002 -** Indian School Ajman, CBSE (12th), 70.4%

**2000 -** Indian School Ajman, CBSE (10th), 76%

**Languages**

Malayalam, fluent English, fluent Hindi and moderate Tamil.

**Interests**

Travelling, reading, writing and Bharatanatyam.