

Kanika Aggarwal

System Engineer

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SUMMARY

I am a B.Tech graduate in Electronics & Communication who is currently working in Tata Consultancy Services. Along with an effective communicator, I am a hardworking, sincere, and diligent professional with application development, support, testing, and design skills.

PROFESSIONAL EXPERIENCE

System Engineer

Jun '18 - Present

Tata Consultancy Services

Noida, Uttar Pradesh

- Worked in Indian Government domain project to build applications for Indian Gov. employees aiming at digitalization of the manual work they have been doing for a long time. The project aimed at digitalization of the bookings and delivery of the various types of articles at Post Offices. I have worked in developing the frontend of the application using the technologies - AngularJS and HTML with the other phases of the project cycle - unit testing, bug fixing, and maintenance
- Directly involved in customer interactions by providing continuous support for 1 year and earned a customer satisfaction index of 100% in rolling out the developed application all over INDIA in 1.9 lakh Branch offices
- Developed an Android application using soap web services as a replica of the Service Desk web portal for the clients to lodge the tickets from their mobile phones for the issues they face while operating with the digital handheld device
- Developed a support system using AJAX, jQuery, hibernate ORM, and MYSQL for the project's support team to minimize the time required to solve the tickets lodged by customers
- Won on the spot award (TCS) by solution architect for outstanding commitment in client relations
- Supervised team of 5 people for providing continuous support to the client along with integration activities and business required documentation

KEY SKILLS

Java

Spring Boot

SQL

Android

Hibernate

Angular JS

J2EE

Change Management

EDUCATION

Sacred Heart Sr. Sec. School

Mar '12

10th

Amritsar, Punjab

- 92 %

Sacred Heart Sr. Sec. School

Mar '14

12th

Amritsar, Punjab

- 84 %

Guru Nanak Dev University

May '18

B.Tech, Electronics & Communication

Amritsar, Punjab

- 8.9 CGPA
- Student placement coordinator
- Head of Public relations, Marketing and Communications
- Volunteer at an NGO IBAADAT

HOBBIES & INTERESTS

- Book reading
- Cooking
- Technophile

LANGUAGES

- English
- Hindi