CURRICULAM VITAE

RUBI PRASAD

Email Address	meet.rubi14@gmail.com, meet_rubi@rediffmail.com
Mobile Number	+91-8287717169

Objective

A career with a progressive organization that will use my education, skills and abilities in a manner that leads to strong professional growth along with effective leadership capabilities bended with strong work ethics.

Highlights:

Knowledge of Software Testing (Manual)
Good knowledge of Active Directory
Working knowledge in ServiceNow
Proficient in Outlook and Citrix
Citrix Xenapp and XenDesktop
Problem Solver

Work Experience

• **Working with Scorg International Consulting Pvt. Ltd. for their client Cognizant Technologies Solution as Sr. System Analyst from May 2017 to June 2018**

Job Description:

- Provide Technical assistance and support related to computer systems, software and Hardware including Desktop and Laptop for employees of 'Ralph Lauren' globally.
- Creating IT tickets and reports in Service-Now.
- Reviewing performance of existing systems and implementing changes.
- My primary area of expertise is with Citrix Xenapp and Xendesktop & Windows OS related issues and troubleshooting.

* **Worked with HCL Technologies Ltd as Sr. Analyst from March'2015 to Sep' 2015.**
 Job Description:

- First point of contact for employees of 'Church and Dwight' regarding their computer, application or S/w issues.
- Logging and updating tickets in Service Now as per the process defined using ITSM remedy tool and performing technical and management escalations, when required.
- Following up with clients in daily meetings and keeping them up to date about meeting the defined SLA for the various changes and incidents.
- Responsible in taking remote access and troubleshoot on Citrix Xendesktop and Xenapp environment
- Planning and providing technical support for smooth networking.
- Documenting technical specifications of new and updated systems.
- Collecting feedback from users for changes done in existing systems and performance of new software.
- Understanding and offering appropriate guidance on business process.

* **Worked with IBM Daksh from Sep"2012 to Feb"2015 as Sr. Tech Support Associate.**

Job Description:

- To provide software / network problem diagnosis / resolution in QuickBooks.
- Diagnose and respond to the problems through discussions with users, including problem recognition, logs, research, resolution.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
- Assisted in the development of algorithms and business models.

- Carried out preventive maintenance on computer hardware and software on regular basis.
- Actively participated with the technical team in designing, modelling, coding, documenting, and testing of software products.

Summary of Skills:
- Excellent time and project management skills,
- Comfortable working independently and in a team environment
- Complete knowledge of systems analysis, automated data processing and data modelling
- Ability to extend technical support and training
- Familiar with the business application model
- Expert in handling and maintenance of PC hardware and software installation

Technical Skills

Favourite Subjects	OS, DBMS, Data Structure
Computer Languages	C, C++, Java, SQL
Operating Systems	Windows 2003/2008/2008 R2,2012 R2
Web Technology	HTML
Software Applications	MS Office 2000/XP (Word, Excel, Power Point, Access), Active Directory, Citrix, AS400, Service Now, Outlook
Application Virtualization	Citrix XenApp 4.5\5.0\6.0\6.5/7.2

Educational Qualification

MCA (2009-12)   Kalyani Government Engineering College,
West Bengal University of Technology, Kolkata.

Semester	1st	2nd	3rd	4th	5th	6th
SGPA	7.86	8.00	8.28	7.75	8.29	9

DGPA – **8.19**

Name of Examination	Name of Board	Name of Institution	Year of Passing	Percentage of Marks
10th	C.B.S.E.	Kendriya Vidyalaya Asansol	2003	74.4%
12th	C.B.S.E.	Kendriya Vidyalaya Asansol	2005	57.00%
Bachelor of Computer Application (Hons.)	Burdwan University	Asansol Girls" College.	2009	70.87%

Additional Course: Software Testing (Manual)

Project Profile

Final Project (BCA): **"Tourism Management System",**
Front End: Visual Basic 6.0**, Back End:** Microsoft Access

Team Size: 4
Project Environment: Windows XP, VB 6.0,. MS Office 2007.
Role: As a programmer I was responsible for understanding program specification & database creation as per specification. I played a vital role in the development of the application.

Project Description: The product provides all the solutions related to "Tourism Management". Using this application we will be able to book a holiday tour to a beautiful place. It was submitted as partially developed application.

Minor Project (MCA): **"**Designing Lexical Analyser using C Programing".
Language:C Programing
Team Size: 4

Project Environment: Windows XP, Turbo C++, MS Office 2007.

Role: As a programmer I was responsible for understanding
program specification & coding creation as per specification.
Project Description: The application can be used to lexically analysis
a program, which a compiler do before compilation.

Major Project (MCA): **"**HR Automation System**"**
Front End: JAVA JEE(jsp),**Back End:** Oracle(10g)
Team Size: 3

Project Environment: Window XP, Oracle(10g),Tomcat, Dreamweaver.

Role: As a Programmer I was responsible for Coding by analyzing
the requirements specification of the project.
Project Description: The application can be used by any company, where the HR can keep
track of all the employees, there request for leave or medical or travel related and much more.

Personal Details

Husband's name	Mr. Amit Singh
Father's name	Mr. Jagar Nath Prasad
Date of Birth	14 September, 1987
Nationality	Indian
Marital	Married
Status Gender	Female
Languages Known	English (U.K) (R/W/S),Hindi(R/W/S),Bengali(S)
Permanent Address	D2-30/31,Shiv Durga Vihar, Surajkund ,Faridabad-121009

Achievements
- ✓ Participated in 'Youth Parliament Competition' at regional level in school.
- ✓ Selected as House captain at school level.
- ✓ Achieved various prizes in drawing completions.

Key Skills

- Ability to deal with people diplomatically
- Team facilitator
- Comprehensible problem solving skills
- Excellent Communication (Oral and Written), Interpersonal, Organizational and Presentation skill.

I hereby declare that all the information given above is true to the best of my knowledge.

Yours Sincerely

Rubi Prasad