THOMAS JACOB

TECHNICAL SUPPORT ENGINEER

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📍 TIRUVALLA, KERALA, INDIA: 689105

SKILLS

- Quality-driven
- Team Management
- Problem-Solving
- Project Management
- Strong Communication

EDUCATION

SCHOOLING

Mar Thoma Residential School
2006-2018

BACHELOR OF COMPUTER APPLICATION

Rajagiri College of Management & Applied Science
M.G University
2018-2021

PROFILE

I am a qualified and professional Technical support engineer with a year of experience in Active Directory Management and Ticket Handling working for the project British Airways & Aer Lingus Airways under IAG Group for my parent employer Tata Consultancy Service
. Strong creative and analytical skills. Team player with an eye for detail.

EXPERIENCE

TATA CONSULTANCY SERVICE (TCS)
2021 - Present
TECHNICAL SUPPORT ENGINEER

- Research, Diagnose, Troubleshoot, and Resolve customer issues in an accurate and timely manner.
- Active Directory Management of users, Folder/Network access Management
- Remotely working for British Airways & Aer Lingus Airways as these are our projects from our parent employer - TCS.
- Users access management in Active Directory.
- VPN access and Management of users like renewing & updating them on AD account
- Executing Tickets as per priorities.
- Successfully maintaining SLA for the past 1 Year with a great Team effort.

- Taking proactive actions to address identified issues, risks, problems, and opportunities
- Producing and maintaining procedural and support documentation for knowledge bases.
- Experience carrying out project tasks to address issues, risks, and opportunities based on importance and organizational benefit.
- Topped in Monthly Recognition and Reward awards couple of times for executing maximum number of tickets.

CERTIFICATION

Web Development
Have studied some fundamentals in
web development using python
from Youtube

- Agile way of working Foundation - 19 April 2022
- Xperience Essentials Fy22- 27 March -2022
- Software Security Assurance- HiTech - 16 Feb- 2022
- Xperience BSc CBO IT IS FY22 Curriculum 18 Jan 2022
- Process ITIL Foundation Certification 15 Jan 2022
- Language skills - English Foundations- 12th December 2021
- Process: Agile Way of working Foundations- 19th April 2022
- Xperience Essentials -FY 22 - 27th March 2022
- Software Security Assurance- HiTech 16th Feb 2022
- Xperience BSc CBO IT IS FY22 Curiculum -18th Jan 2022
- Process: ITIL Foundation certification 15th Jan 2022
- Language Skills: English Foundation 12th Dec 2022

PROJECTS

Online Home Nurse Management System:

This is a web development Project that helps the customer access the website and place the service for Home Nurse Assistance and also lets the staff control the basic functionalities of the website.
It is developed using HTML5, CSS3, Javascript and backend using PHP

Online Electrical Shop Management System

This is a web development Project that helps the customer access the website and place the orders for electrical related products and also lets the staff control the basic functionalities of the website.
It is developed using Python, HTML5, CSS3, Javascript and backend using PHP

LinkedIn Job Posting Using Selenium Automation - Python

A selenium automated web project using python for creating a Job Post in LinkedIn have been done.
The basic functionalities include posting a job, deleting a job, and messaging the applicants if they have not been selected

Website Development using Wordpress:

- Have created aesthetic websites for clients using Wordpress and have hosted in server.
- Designing and building the website
- Testing and implementing custom website pages, themes and forms with better designing

WEB DEVELOPMENT (AUTOMATION) - PROJECT USING SELENIUM AUTOMATION -PYTHON

- Develop, execute and maintain Python API and Java + Selenium test scripts
- perform code reviews, treating test code as production code
- Research and provide suggestions for technologies and frameworks that will enhance our testing
- Have done some freelance projects using selenium automation with python for some clients

WEB SCRAPPING PROJECT USING - PYTHON

- Develop, execute and maintain Python API
- Created a Scrapper project to scrape all the essential details of a website and converted it into XML.
- Gather and process raw data at scale (including writing scripts, web scraping, calling APIs, write SQL queries, etc.).