RAJA SHEKHAR

Custom Software Engineering Analyst

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Kolkata, West Bengal

- Enthusiastic and reliable java developer with 2+ years of experience in IT industry
- Effective participation in all aspects of the software development cycle, which includes estimating, technical design, implementation, documentation, testing, deployment, and support of applications developed for various clients
- Ability to efficiently solve problems and collaborate with teams to deliver high quality creative solutions in a timely manner
- Experienced in finding cost effective solutions for sustained revenue and profitability
- Committed to innovation and actionable insights for sustainable growth

Experience

Custom Software Engineering Associate, Accenture
August 2022 – August 2024

- Created chrome extension to manage the queries received from passengers and other usual processes of airlines like booking, re-booking, refund and balance
- Provide support of incoming tickets, including extensive troubleshooting tasks.
- Provides software development support in staging and production environment.
- Supports the regular application release process and support our application platforms in both production and non-production test environments.
- Provides 24*7 support to resolve customer problems, maintain quality standards and ensure the responsiveness of application
- Coordinated with QA testing team to test various scenarios involving Test Plans, Test Cases and Test Scripts
- Involved in preparing test data for different scenarios and validation specific to the process.
- Experience with different types of tests like Black Box, Functional Testing, System Testing.

Custom Software Engineering Analyst, Accenture
September 2024 – Present

- Created chrome extension to operate an airline website which included automatic filling of dialog boxes and mouse clicks.

- Developed the codes and supported the 3-member team for the success of the project proving my competence in Java 8, JavaScript and python.
- Translates client's business requirements and objectives into technical applications and solutions.
- Understand high level technical aspects of existing system and services.
- Contributed and facilitated architectural discussions that brought out best-of- breed solutions
- Analyzed requirements from existing documentation, proactively collaborating with QAs and BAs.
- Wrote automated scripts to identify the low performing workflows, also transformed flows. with low performance, optimizing workflows by 60%.
- Handled critical operation tasks as well as on demand support requests from tenant applications.
- Analyzed defects and incidents to resolve bugs in existing systems
- Followed an agile way of working

Education

August 2018 – August 2022
B. Tech, Computer Science & Information Technology, CV Raman Global University

May 2016 – March 2018
Intermediate (Higher Secondary), PCM (Physics, Chemistry & Math), Shivam Convent

April 2015 – March 2016
Matriculation (Secondary), Shivam Convent

Skills

Code development and optimization
Debugging
Software and Unit Testing
Web Application Development

Data and requirement analysis
Agile methodology
System Implementation
Project Management

Technical Skills

Frameworks and Platforms: Java Collections, Spring Boot
Database: SQL
Front End: HTML, CSS, JavaScript
Project Management: Agile & Scrum

Interest

Travelling
Reading
Cricket