

Ruby Ann Thomas

System Analyst

Perceptive System Analyst with 3 years professional experience at CGI enhancing existing systems with new features .Committed to improving business productivity and efficiency.

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WORK EXPERIENCE

System Analyst

CGI

12/2015 – Present

Tasks

- Defines application problem by conferring with clients; evaluating procedures and processes.
- Design and develop new systems by choosing and configuring hardware and software.
- Conduct testing to ensure that the systems work as expected.
- Logging ticket in CRM tool, REMEDY Application Tool,Service Now.
- Preparing the reports such aged tickets >7 days, >15 days and >30 days related to incident management and forwarding to team.
- Citrix: Granting access/ adding applications & troubleshooting connectivity issues. · SAP: Granting access, Password reset/ Account unlock & troubleshooting connectivity issue.

EDUCATION

B-Tech Electronics and Communication Engineering

Visvesvaraya Technological University

Courses

- Gained knowledge in aspects of programming in C language .
- Acquired skills in c++,Mat lab and SQL.

Post graduate in Mobile application development

Cégep de la Gaspésie et des Iles

01/2019 – Present

SKILLS

Programming Languages : JAVA, C#, .Net, JavaScript, MATLAB

Database :MySQL, Microsoft SQL Server

PERSONAL PROJECTS

Base Station terminal fault detection

- Carried out a mini project on 'base station terminal fault detection' which will detect the defects in a base station and correct it automatically

Gas Booking And Gas Leakage Detection

- Carried out the project for a cost effective, automatic LPG booking and leakage detection and proposed a real time gas monitoring system.

Automatic Caption generation for news \$ Images

- Automatic image annotation provides means for users to search image collections on the semantic level using natural language queries.Efficient access to image database

ACHIEVEMENTS

Presented a technical paper on "Mitigation of Optical Background Noise in LED Optical Wireless Communication System" for Sambhram 2014 (National level Technical Fest) organized by Shree Devi Institute Of Technology, Mangalore, Karnataka, India.

Presented a technical paper on 'Image Processing' for ENVISION 2011 (National Level Technical Fest) & ISAP (Information Search Analysis Program) organized by Srinivas Institute Of Technology, Mangalore Karnataka, India.

One of the coordinators of the National Level Technical Fest conducted by Srinivas Institute Of Technology "ENVISION" 2014.

LANGUAGES

English	●	●	●	●	●
Hindi	●	●	●	●	○
French	●	●	○	○	○

INTERESTS

Communication Field

Software Testing

Software Designing

Mobile Programming