RITU SHRIVASTAVA
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PROFILE

I AM AN IT SUPPORT PROFESSIONAL WITH 7 YEARS OF EXPERIENCE. I AM A HARD-WORKER AND PROBLEM-SOLVER, AND I HAVE LEARNED TO WORK WELL BOTH AS A TEAM MEMBER AND INDEPENDENTLY. I HAVE PASSION FOR TECHNOLGY, AND BEGAN RE-TRAINING WITH TECHTALENT'S AWS CLOUD PRACTITIONER. I AM PURSUING AWS CLOUD PRACTITIONER COURSE, I PLAN TO TAKE MY NEW SKILLS IN PYTHON AND CLOUD .

AFTER A BREAK DUE TO CHILDCARE NEEDS, I AM CURRENTLY LOOKING FOR A FULL-TIME OPPORTUNITY IN THE BELFAST AREA, TO BRING MY CONTRIBUTION TO A LOCAL COMPANY AND LEARN NEW SKILLS.

- RIGHT TO WORK IN THE UK
- AVAILABLE FOR IMMEDIATE START

PERSONAL SKILLS

- GOOD CUSTOMER SERVICE SKILLS LEARNED WHILE WORKING IN TECHNICAL SUPPORT.
- SELF-LEARNING ENTHUSIAST WITH THE ABILITY TO WITHSTAND WORK PRESSURE.
- LOGICAL PROBLEM-SOLVING ABILITY AND ANALYTICAL MIND.
- EASILY ADAPTABLE TO NEW ENVIRONMENTS.
- EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS.

WORK EXPERIENCE

- AUG 2014 – DEC 2017| APVC PVT LTD | HARIDWAR, INDIA , APPLICATION SUPPORT ENGINEER

- AUG 2007 – MAY 2010 | AIRTEL (ACCELFRONTLINE PVT LTD) | GURGAON, INDIA
TECHNICAL SUPPORT ENGINEER

TECHNICAL SKILLS

- AWS: Cloud Practitioner

- OS: WINDOWS SERVER , LINUX/SOLARIS (AWK, TOP, NET STAT, GREP, GUN ZIP, GZIP, KILL, SED, DF, PS, ETC,)
- OTHER PACKAGES: MICROSOFT, OFFICE 365,ONE DRIVE, VMWARE, ZOOM
- MORE: Software installation, Support and Debugging, Unix Shell scripting, Software testing, RDBMS

- Ticketing tools: Service Now and Resolve IT
- language : Java,python
- DATABASES: Oracle, SQL, MySQL
- Automation Tools: Selenium IDE, Eclipse,TESTNG,Maven,Todd,Git .
- I have been learning basic HTML coding fundamentals via a variety of independent online sources, like YouTube. I really enjoy making my own projects in HTML, including a website (included in GitHub) .

ACADEMIC QUALIFICATION:

- B.E. In Electronics & Telecommunication ,RGPV, India
- Diploma in Information Technology, SATI, India

PRESENTATIONS DURING PROJECT:-
DRM, STB boot up process, VSP(EPG)

ROLES & RESPONSIBILITIES:

- Handling IPTV project of UTStarcom Inc for Client Bharti Airtel as O&M Engineer.
- ROUTING,SWITCHING,LINK MONITORING AND MAINTENANCE.
- Installation, Maintenance and troubleshooting of Windows and Linux based Blade servers installed at IPTV NOC.
- Handling various components of IPTV system like Operation Support System, Network Management System, Electronic Program Guide .
- Blade cloning and version up gradation.
- Handling the DHCP, DHCP+, DNS using CISCO CNR.
- Patch deployment for various IPTV components.
- Co-ordinating with R&D team at China while up gradation.
- Installing, testing and maintaining the Ned server installed for monitoring of various IPTV/ Network devices.
- Creating various MIS reports through database.
- Software up-gradation of CPE (STB)
- Operation planning and implementation of entire FCAPS of DSL resources.
- Implementation of key action plans towards higher network uptime and reduced fault rate

PERSONAL PROFILE:

Nationality	:	Indian
Language Known	:	English, Hindi
Primary Email ID	:	shriya.ritu@gmail.com
Alternate Email ID	:	ritusri09@gmail.com
Address	:	BT4 3AL, Belfast
Visa	:	Tier 2 (General- Dependent)
Gender	:	Female
Marital Status	:	Married