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# Shivam Sahu

## Associate Professional Software Engineer

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A result-oriented individual with BTech in Computer Science & Engineering, seeking a suitable position at a reputed organisation where I can use my extensive knowledge in software design and development and further learn new things and grow as a Software Development Engineer.

### SKILLS

<b>Tools and Languages</b>	C/C++, Angular, JavaScript, Nodejs, C#, .NET, IIS, MS SQL, Oracle DB
<b>CS fundamentals</b>	Data-Structures and Algorithms, OOPs, Operating Systems, Database Systems
<b>Communication</b>	English, Hindi & Kannada

### WORK EXPERIENCE

#### DXC Technology

July 2020 — Present

##### Projects:

Client : Hewlett Packard Enterprise

Dec 2021 — Present

- Serving as "Level 3" support for resolving assigned tickets in Core Team.
- Incident management - prioritizing & resolving production incidents reported by users & track them against various SLAs.
- Problem management - resolving recurring incidents permanently, performing break fixes & implementing preventive action items.
- Work Independently and as part of a team to resolve any production batch processing failures & deploy automation scripts to improve the overall efficiency.
- Research & analyze job failures while providing support for any major incidents, weekend releases and/or upgrade events.

Client : Hewlett Packard Enterprise

Oct 2020 — Dec 2021

- Worked in Flex team and implemented functionality enhancements in project.
- Worked on developing and deploying automation scripts on Development servers.
- Worked on 9+ application and interacted with various tools including Tidal automation, Toad for oracle, WinSCP, puTTY.

### PERSONAL PROJECTS

- Portfolio : A personal portfolio on ReactJS to collectively have information at one place.
- E-society : The ESociety is an N-Tier architecture based web application that manages society by houses with Member details and Service providers.
- En-Decryptor : The Aim of this C++ project is to build an application that will be able to encrypt any raw file of any format

### CERTIFICATION

- Certified Azure AZ-900 fundamentals.

### INTERPERSONAL SKILLS

- Customer relationships experience.
- Continuous Improvement mindset.
- Critical decision maker.
- Deliverable-Oriented & People Management.

### HOBBIES

- Rubik's cube(3x3) solving, Pyraminx.

### EDUCATION

**BTech, CSE**, Bansal Institute of Research & Technology, Bhopal, MP  
8.12/10 (CGPA)

2016 - 2020

### ACHIEVEMENTS & ACTIVITIES

- Completed "Full Stack Developer" training in .Net technology via Team-Lease Learning Partner. Oct 2021
- Completed "Certified Cyber Warrior" course from HackingFlix Academy June 2021
- Participated in Hacktoberfest2018 and 2019 and got a T-shirt and stickers as goodies from Digital Ocean. 2018 - 2019
- Semifinalist in University Taekwondo Nodal competition Jan 2019
- Award of Punctuality by Bansal Group of Institutions Feb 2017