

# Simran Kaur Ahluwalia

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## CAREER SUMMARY

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### GoCrackIt

Mumbai

*Business Development Intern*

May 2020- June 2020

- Conduct market research and company research regarding a specific industry or company, including market trends/opportunities, technology description, competitive landscape, etc.
- Manage the department metrics and provide data driven improvement suggestions for related processes
- Perform and analysis of the level of alignment between the different groups interviewed and identify risks associated with any gaps
- Working directly with the Business Development team to assist in developing and maintaining business relationships with consistent engagement across the supply chain with multiple prospects and clients
- Develop a recommendation for improving alignment with the overarching Premium Services strategy

### Infosys Limited

Pune

*Operations Executive*

October 2017- May 2018

- Perform root cause analysis of issues and carry out resolutions and recommend changes
- Conduct impact analysis on new changes before moving them to production live system.
- Extensive monitoring of the system to make sure impact to existing functionality and users.
- Track and manage activities in a productive, timely, and effective manner
- Optimize and oversee operations to ensure efficiency
- Plan, direct, maintain, and coordinate network installation, maintenance, and operations
- Configure, monitor and troubleshoot network problems
- Improve system and network operations processes
- Manage external vendors relationships and services
- Ensure that all work and changes are performed in such a way as to minimise all disruption to existing business use
- Manage and execute ITS day-to-day network operations including downtime, reporting service levels, Defining and tracking IT operational metrics and provide status to management
- Recover systems from crashes and unexpected failures
- Manage the support and monitor existing IT network infrastructure, ensure preventative maintenance work according to plan, and measure other regular support activities effectiveness and provide cover on such tasks when required
- Manage overall capacity utilization of network equipment and ensuring the network services are optimized to meet business requirements

*Operations Executive-Trainee*

- Trained in basic Computer technology in Infosys Leadership Institute at Mysore,
- Trained in OOPs Concept, DBMS and Python.
- Trained in Network Administration Basic and Network Administration Advanced
- Completed stream with GAVG of 86.00

## SKILLS

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Python, SQL, Data Visualization, Data Analysis, SAS Visual Analytics, Network Security, Predictive modeling, Machine Learning algorithms, Project Planning, Project Management, JAVA, .NET, C, C++, HTML, CSS Programming, MySQL, SQL Server, Visual Studio, Microsoft Office, Tally, XML, EJB, JSP, Java Beans, Microsoft Excel, Microsoft Word, Microsoft PowerPoint

## CERTIFICATIONS

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- Oracle Cloud Infrastructure Foundations 2021 Associate
- SAS Visual Business Analytics
- Google Project Management
- IBM Data Science Professional Certificate
- IBM Cybersecurity Analyst Professional Certificate
- APTECH certified ACCP PRO: NET APPS ENGINEER
- APTECH certified Web developer
- Oracle Certified Professional, Java SE 6 Programmer

## EDUCATION

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**Chetana's institute of management & research**

*Post Graduate Diploma in Management, Systems (76.22)*

**Mumbai**

*April-2021*

**University of Mumbai**

*Master of Science (Information Technology) (71.5)*

**Mumbai**

*October-2020*

**University of Mumbai**

*Bachelor of Science (Information Technology) (75.05)*

**Mumbai**

*April-2017*

**Maharashtra State Board**

*H.S.C. (75.08)*

**Mumbai**

*March-2014*

**Maharashtra State Board**

*S.S.C. (80.36)*

**Mumbai**

*March-2012*