

TANISHA FONSECA

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• GitHub <https://github.com/tanishaf28>

SUMMARY OF SKILLS AND QUALIFICATIONS

Platforms | AWS • ServiceNow • ERP • Facebook • Instagram • LinkedIn • Anylogic

Applications | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access) • Eclipse

Programming | C++ • C# • Java • JavaScript • Python (beginner) • Go • HTML • CSS • Bootstrap • Django • Angular • Spring Boot • Kotlin(beginner)

Methodologies | ITIL • Agile • Scrum • Incident Management • Service Desk Processes • SDLC • RCA

• Network Management • Change Management • Access Control and Identity Management

Networking Tools | VPN Management • Wireshark • PuTTY • Windows Network • QualNet

Operating Systems | Windows 10,11 • Ubuntu

Collaboration Tools | Slack • Microsoft Teams • Skype for Business • Zoom

Database Management | SQL Server • MySQL • Oracle • MongoDB

Languages | English – Mother tongue • French– Beginner • German – Beginner • Hindi/Marathi– Advanced

EDUCATION

Master of Engineering- Electrical and Computer Engineering Co-op 2024 - 2026 (Expected)

Concordia University, Montreal, QC

- Member of the Institute for Co-operative Education
- Relevant Courses: Software Testing, Distributed Computing Systems and Pervasive Computing for healthcare.
- GPA 3.80/4.30

Bachelor of Engineering– Information Technology August 2018 - 2022

Dhole Patil College of Engineering Pune

- Relevant Courses: Computer Networks, System Programming, Design & Analysis of Algorithms, Information and Cybersecurity Machine Learning, Business Analytics and Intelligence.
- GPA 9.22/10

PROJECTS

Food Supply Chain Management using Blockchain (Academic) January 2025 - present

Concordia University, Montreal, QC

- Developed a blockchain-based food supply chain system with Hyperledger Fabric for enhanced traceability and security.
- Implemented smart contracts in Go to automate transactions and validate data on a decentralized ledger.
- Built a React.js frontend and Node.js middleware, using LevelDB for blockchain state storage.
- Technical Skills: Blockchain (Hyperledger Fabric), smart contracts (Go), full-stack development (React.js, Node.js) and data management (LevelDB)
- **Core Competencies:** Blockchain Development, Security and Authentication, Identity management

WORK EXPERIENCE

Technical Support Engineer

April 2023 – August 2024

Mphasis Ltd, Pune

- Resolved client queries and technical issues in a Global Service Desk environment via calls, emails, chat, and web tickets, ensuring adherence to defined SLAs.
- Managed the incident and service request lifecycle by accurately logging, categorizing, and prioritizing tickets according to ITIL guidelines.
- Provided Level 1 and Level 2 troubleshooting for desktop/OS, custom and COTS applications, end devices, VPN, and SharePoint, leveraging a comprehensive knowledge base.
- Performed troubleshooting for AWS AppStream, Workspaces, and VPN, resolving issues efficiently and escalating complex cases when necessary.

Search Engine Evaluator

January 2023 – February 2024

TELUS AI Solutions: Search Engine Evaluator (Remote)

- Managed quality assurance checks by verifying web content accuracy and relevance through thorough review processes.
- Performed data annotation and segregation by ensuring accurate Quantus relevance and ad relevance on the UHRS platform by organizing and categorizing data effectively.
- Analyzed data collected from search engine results for further improvements.

Core Competencies: Technical Support, ITIL, AWS Services, Troubleshooting, Data Annotation, Search Engine Evaluation

AWARDS & DISTINCTIONS

Master's Entrance Scholarship at Concordia University

September 2024

Member of IISRG (Position: Research Assistant).

August 2018-2019

VOLUNTEER WORK

Volunteer October – December 2021

International Model United Nations, Bhumi Organization, Team Everest

- Assisted with event planning and coordination, ensuring smooth execution and timely task completion.
- Created promotional posters for volunteer events to encourage community participation.
- Supported community members by providing guidance, assistance, and resources during events and outreach programs.

INTERESTS

Sports Badminton Swimming, Chess

Passions Gaming, piano, photography, art and design

Reading Fiction, Thriller, Personal Development