Vignesh R

MERN Developer|Production Support Analyst

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Objective

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards growth of the organization.

Education

Graduated in B. Tech (IT) from Jerusalem College of Engineering in 2020, Chennai, Tamil Nadu.

Profile Summary

- Having 1.4 Years of experience as Production Support Analyst at Tech Mahindra Ltd.
- Looking for opportunities as MERN Full Stack Developer.
- Completed MERN Full Stack course.
- Projects:
  Build Quiz App using MERN Stack.
  Technologies: React.js, Mongo DB, Express.js
  Link: https://quiz-frontend-wheat.vercel.app/

Skills Summary

Technical Skills :	
Frameworks	React, Express.js
Languages	Python, JavaScript, Html, CSS, Node JS.
Tools	Visual Studio, Postman
Version Control	GitHub
Databases	SQL,MongoDB

Certifications:

Completed MERN Stack Course from Guvi.
Have done Tech Mahindra Internal Certification on **Python.**

Projects

- **Employer:** Tech Mahindra Ltd.
- **Project**: RogersProvOps&NGPPProdSupp
- **Client Name**: : RogersCommunicationsCanadaInc
- **Project Duration**: Mar-2021 to Current
- **Role/Title**: Production Support Analyst

Roles & Responsibilities

- Provided daily support with escalated ticket resolution and liaised with business and technical leads.
- Reduced processing time by analyzing job schedules and implementing appropriate modifications.
- Identified root causes of recurring problems to implement effective solutions.
- Worked closely with test, development and requirements team members to analyze, investigate and resolve common issues.
- Analyzed existing systems and databases and recommended enhancements to solve business needs
- Troubleshot incidents reported by end-users to schedule system changes and identify permanent solutions.

Personal attributes

- Proactive team player with good analytical and problem-solving skills.
- Willingness to learn new technologies and adapts easily to any environment.
- Shows high level of commitment and passion towards assigned task.
- Excellent communication skills with fluency in spoken and written English.

Declaration

I hereby declare that all the information provided above is true to the best of my knowledge.

Signature

Vignesh.R