**Resume**

**ISHA TYAGI**

*Contact No*: - +91*8802860086*

*E-MAIL*: *isha.tyagi.nic@gmail.com*

Address- 142, shaktikhand 2, Indirapuram ,Ghaziabad.

**CAREER OBJECTIVE:-**

To work in a challenging environment and utilize my skills to enhance my knowledge that I can put myself in the way of development of that organization. Support and Troubleshooting for growth and development or organization.

**ACADEMIA:-**

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| **EXAM PASSED** | **NAME OF THE INSTITUTION BOARD/UNIVERSITY** | **YEAR OF PASSING** | **DIVISION** | **PERCENTAGE** |
| 10th | U.P. Board | March 2006 | First | 63 |
| 12th | U.P. Board | March 2008 | Second | 52.4 |
| BCA | SRGC Muzaffarnagar | June-2011 | First | 70 |
| MCA | Kite Collage Meerut | June-2014 | First | 76.4 |

**EXPERIENCE SUMMARY :-**Total Experience-**6.10 Year**

* Provide best-in-class customer service, problem resolution and technical troubleshooting to customer queries over phone/web/chat support channels
* Clarify customer requirements probe for and confirm understanding of requirements or problem
* Confirm customer understanding of the solution and provide additional customer education as needed
* Strong knowledge of support desk software and ticket tracking systems.
* Good communicator, capable of explaining complex technical issues quickly and easily, ensuring timely resolution of problems.
* Ability to explain technical concepts to users.
* Deliver regular and customized training to User
* Ability to Manage ticketed query system and ensuring comprehensive database of queries.
* Ability to Install and prepare tools required for proper functioning of website front line applications on regular basis.
* Coordinate with departments and QA departments.
* Provide support and identify all issues and prepare appropriate documentation all issues and solutions.
* Provide support and identify all issues and prepare appropriate documentation all issues , solution, FAQ and Help Manual. Knowledge in identifying and preparing Test Scenarios, TestCases and TestData.
* Knowledge in TestCase Execution.
* Knowledge in Defect Reporting, Defect Tracking and Defect Management.
* Knowledge in Smoke Testing, Sanity Testing and Functional Testing, end-to-end application testing.
* Knowledge in Good in UI Testing, Good in Java basic Programming.

**PRESENTLY WORKING:-** Working as Sr. software Application Support level-3 at SISL InfoTech Pvt Ltd deployed at Election Commission of India. Start date: 01-04-2020 to present.

**ROLE & RESPONSIBILITY:-**

### E-Office Portal and ECI portal-

### Filing & Maintenance of E-Leave

### Creation of new accounts for new joinees

### file management through e-filing maintenance,

### Generation of Pay Slip,

### Updating existing accounts in case of change in workflow.

### Uploading, Documents in e-office like Office Memorandum, Parliament Questions, etc

### Training staff members on productivity software and proprietary applications.

* + Support on all ECI applications via mail support portal, telephonically, desktop support.
  + Manage RTI, cVIGIL, Voter helpline, Online Nomination application etc and provide support to State level, citizens and ECI users.

**PROJECT EXPERINCE:**

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| **Project -1 :** March 2018–Jan 2020 | |
| **Client** | Election Commission of India |
| **Project Name** | Online RTI |
| **Technology Used** | Java, SQL server |
| **Testing Approach** | Manual Testing |
| **Test Management and Execution Tools** | ALM |

**DESCRIPTION:**Election Commission of India (ECI) had envisaged about an Online Portal where Indian citizens can file RTI applications and appeals directly to ECI under Right to Information ACT, 2005. This RTI Online Portal would facilitate citizens of India to obtain information they want from ECI. In addition, this portal will allow Indian citizens to pay RTI fees online through a payment gateway by Net Banking via associate banks, Debit/Credit cards of Master/Visa and RuPay cards. Indian Citizens are not allowed to file RTI applications/appeals to other Public authorities under Central/State Govt. through this portal. The main objective of this manual is to describe all features and functionalities of the RTI Online Portal which are related to filing of RTI applications and appeals by Indian citizens through this RTI Portal.

**Role and Responsibilities:**

* Involvement in creating of the test cases, Test Scenarios and Test Data.
* Preparation of Test Strategy.
* Responsible for GUI and Functional Testing, using Black box Testing Techniques.
* Involvement in Test Execution, Result Analyzing and defect reporting.
* Involved in writing test cases for citizen requirement.

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| **Project -2 :** July 2017 – March 2018 | |
| **Client** | Election Commission of India |
| **Project Name** | E-Office Portal and ECI portal |
| **Role** | Software Application and Database Support Engineer |

**PAST WORKING:-**

* Worked as Database Administrator Support level-3 at SilvertouchTechnology Ltd deployed at Election Commission of India. Start date: 15-11-2017 to 31-03-2020.
* Worked as Database Administrator Support Level-3 at SISL InfotechPvt Ltd deployed at Election commission of India. Start date: 03-07-2017 to 14-11-2017.
* Worked as Application Support Level-3 at SISL InfotechPvt Ltd deployed at Election commission of India. Start date: 03-07-2017 to 14-11-2017.
* Worked as E -Tender Executive at Cyber Q Consulting Pvt Ltd deployed at AAI (Airports Authority of India). Start date: 13-07-2016 to 30-06-2017.
* Worked as Assistant Programmer in NIC(National Informatics Center)deployed at AAI (Airports Authority of India). Start date: 1-11-2015 to 13-07-2016.

Company Name: Cyber Q Consulting Pvt Ltd, Velocis System Pvt Ltd, SISLInfotechPvt Ltd.

* Worked as Android Developer at Renovate Technology Pvt Ltd. Start date: 15-02-2015 to 25-09-2015
* Worked as Trainee Software engineer at Swarniminfosoftpvt ltd. Start date April-2014 to Dec-2014.
* Worked as Backend Support at BDS FinvestPvt Ltd. Start date: Sep-2013 to May-2014

**E-Procurement Portal and Other-**

* + Knowledge of tender finding /filling/bidding/closing/getting opening result.
  + Vendor Registration/Digital certificate registration.
  + Timely management of tender activities ,open to travel with documentation work.
  + Making proposals and Bidding / Quoting tenders for all kind of projects
  + Maintain login credentials for different state government portal tender registrations
  + Responsible for ensuring tenders are submitted consistently ahead of the deadlines set by the Departments.
  + Surfing Tenders from various E-tendering Portal/Department sites.
  + Check Tender notice received from registered service provider overseeing the timely and professional preparation of tender submissions.
  + To list out documents required as per tender, preparing tender documents, and maintain related documents.
  + Reviewing drawings and technical backup information to be submitted.
  + Preparing E-Tender (Online) Tender filling.
  + Knowledge of Bank Guarantee process. Preparing Earnest Money Deposit (EMD) in the form of Bank Guarantee, Demand Draft and forwarding requisition to account department.
* Designed and developed core features for a real-time sports score Android application using Java
* Unit-test code for robustness, including edge cases, usability, and general reliability
* Created handset specific user interface (UI) for mobile phones

Analyzed user interface and consulted

**INTERNSHIP:-**

**Trainee: -**Training On JAVA, My SQL SERVER/Oracle Technologies as **Trainee Software Engineer** at “**SwarnimInfosoftPvt Ltd**.” From April to December 2014.

* **Technologie**s**:**JavaSE, Android, JavaEE
* **IDE/Tools**: Eclipse Indigo, Eclipse Juno ADT.
* **Web Technology**: HTML, CSS
* **Database**: SQLlanguage, MYSQL and SQLIte
* **Emulator Used:** Android SDK Emulator

**ANDROID PROJECT:-**

* Vat/TaxCalculator:-<https://play.google.com/store/apps/details?id=com.layra.vatcalculator>
* LoanCalculator:-<https://play.google.com/store/apps/details?id=com.layra.loancalculator>
* PhysicsCalculator:

<https://play.google.com/store/apps/details?id=com.layra.physicscalculator>

**PERSONALITY TRAITS:-**

* Smart Worker
* Adaptability, Knowledge and Focus on work.
* Excellent communication skills in written and verbal both.
* Keep myself calm in pressure situation**.**

**PERSONAL DETAILS**:-

Father’s Name : Mr. PradeepTyagi

Date of Birth : 20-05-1991

Marital Status : Married

**DECLARATION: -**

I hereby declare that the information given above is true to the best of my knowledge and belief. Date: - 11/10/2020

Place:-  **ISHA TYAGI**