AISHWARYA KARTHICKATHITHAN

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AWS BADGE DETAILS

# PROFESSIONAL SUMMARY



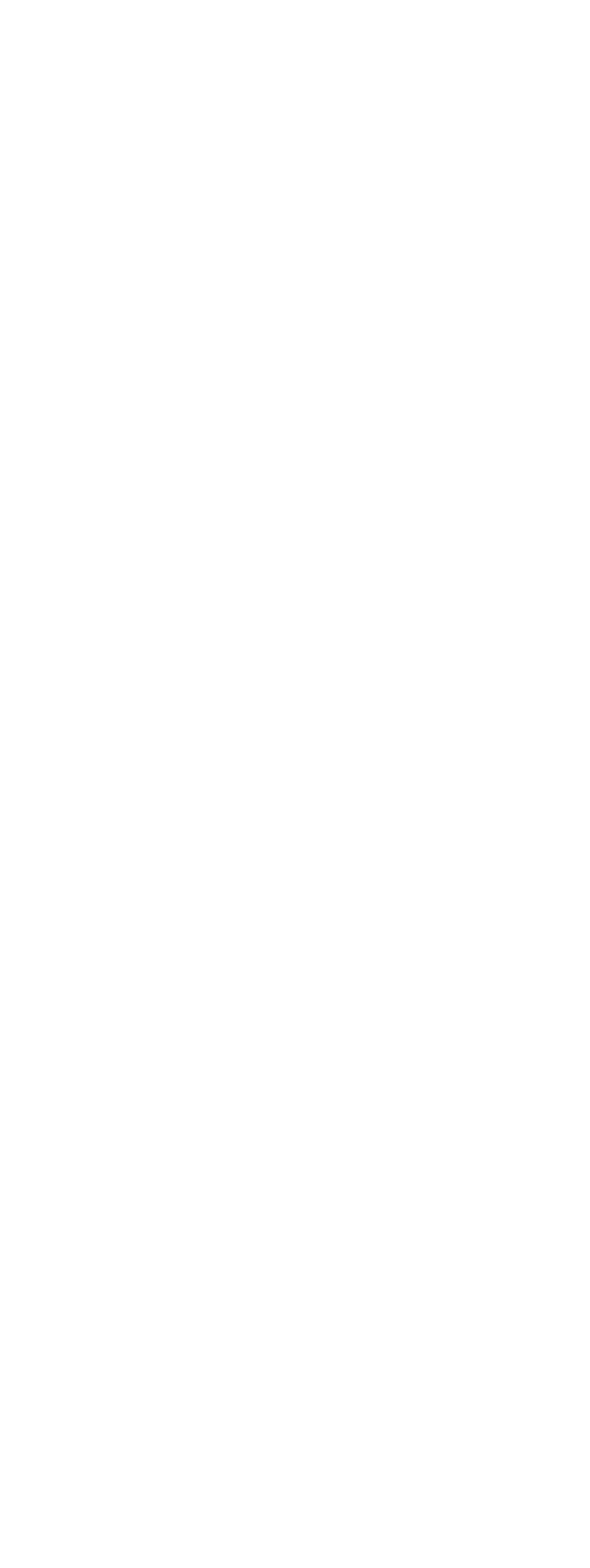
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| --- | --- | --- | --- |
| Role | Organization | From | To |
| MOBILE PRODUCT HEAD | IsecCloud Inc, Noida | Apr-12 | Apr-13 |
| Business Software Developer | Pace Media Computer & Welfare Society | Apr-13 | Mar-14 |
| Senior General Manager | Ace Kinetic Pvt Ltd | Mar-14 | May-15 |
| Manager eCommerce | Epitome Travel Solution Pvt. Ltd, New Delhi | May-15 | Jun-16 |
| Software Engineer[Consultant] | Manhattan Associate | Jun-16 | Jul-17 |
| Sr IT Quality Control - FEP (Federal Employee Program | Edulabs Learning Solutions PVT LTD | Jul-17 | Aug-18 |
| Senior Quality Assurance Engineer. | ASTRA Global Business Pvt. Ltd. | Aug-18 | Sep-19 |
| MOBILE PRODUCT HEAD | Conduent Business Services India LLP (Xerox) | Sep-19 | Oct-10 |
| Business Software Developer | CCS Global tech | Apr-12 | Apr-13 |
| Senior General Manager | SSA Infosystems Pvt Ltd, Noida | Apr-13 | Mar-14 |
| Manager eCommerce | Cyber Group India Pvt Ltd | Mar-14 | May-15 |
| Software Engineer[Consultant] | Amer Technology Inc | May-15 | Jun-16 |
| Sr IT Quality Control - FEP (Federal Employee Program | SPECIFIC SOLUTION INC, WILMINGTON, DE, USA | Jun-16 | Jul-17 |
| Senior Quality Assurance Engineer. | SOLAR TURBINES INC, SAN DIEGO, CA, USA | Jul-17 | Aug-18 |
| MOBILE PRODUCT HEAD | KPIT | Aug-18 | Sep-19 |
| Business Software Developer | OFFICE OF RISK MANAGEMENT, CLEMSON UNIVERSITY, CLEMSON, SC | Sep-19 | Oct-10 |
| Senior General Manager | INSTITUTE OF INTELLIGENT MATERIALS, SYSTEMS, & ENV., CLEMSON, | Apr-12 | Apr-13 |
| Manager eCommerce | PETROFAC, NEW DELHI, INDIA | Apr-13 | Mar-14 |
| Software Engineer[Consultant] | Associate System Analyst | Mar-14 | May-15 |
| Sr IT Quality Control - FEP (Federal Employee Program | Sapient Corporation | May-15 | Jun-16 |
| Senior Quality Assurance Engineer. | Floot (Mobile Dating Startup) | Jun-16 | Jul-17 |
| Sr IT Quality Control - FEP (Federal Employee Program | CONOMICTIMES.COM | Jul-17 | Aug-18 |
| Senior Quality Assurance Engineer. | VIDEOCON MOBILE SERVICES | Aug-18 | Sep-19 |

# SKILLS



* + Trained on AWS (EC2, ELB, VPC, S3, CloudFront, IAM, RDS, Route 53, CloudWatch, SNS)
  + Basic server monitoring systems.

|  |  |  |
| --- | --- | --- |
| * O365 * Microsoft Office suite |  | Software Testing |
| * Outlook Exchange | * Testing Automation (QTP, Load | |
| * SharePoint |  | Runner) |
| * Citrix | * QA Testing & Methodologies | |
| * Teradata | * Test Plans, Cases & Processes | |
| * Jira & BMC -Remedy |  | Functional Requirements |
| * Clear pass policy manager | * System & Unit Testing | |
| * Active Directory |  | Regression Testing |
| * SCCM | * UI & Compatibility Testing | |
| * CPPM |  | Performance/Load/Stress Testing |
| * Symantec |  | Defect/Bug Tracking |
| * VPN |  | HP ALM/QC |

* Operating System : Win7 & Win10 and MAC OS

## Other IT Skills

* + Software licensing
  + Preparation of reports and technical documents.
  + Identifying & resolving compliance issues.
  + Ensuring Patches Updates on time.
  + Software installation & troubleshooting
  + Basic data center activities (Backup & restore).
  + Switches, Routers and Firewall configuration
  + Monitor installations
  + MS Windows, MS Office suite

## Core Qualifications

* Strong technology skills
* Provides consistent leadership
* Good motivator
* Monitors technical support staff
* Excellent communication skills

# WORK HISTORY



MARCH 2018- SEPTEMBER 2018

### Organization: HCL Insys, Singapore

***Client : MINISTRY OF HEALTH* , *Singapore Designation: IT Analyst***

OCTOBER 2018 – MARCH 2019

### Organization:HCL Insys, Singapore Client : ACRA, Singapore Designation: IT Analyst

RESPONSIBLITIES:

* As a Support Engineer for End User Support (EUS) .
* Chair meetings with clients to get the updates of the project status and if any technical issues found will be resolved immediately.
* Meeting established Service Level Agreements (SLAs) for production responses.
* Find, review, and analyze log files based upon service requests or incidents.
* L2 & L3 support for during & after migration.
* Coordinating with Win10 Build team to improve process & performances.
* Researching, reporting and correcting any quality assurance issues in ticket resolution.
* To ensure myself and the team for on time target has been accomplished.
* Coordinating with application & software development team to resolve

/finding solutions or work around matters for non-compatible functions.

* Coordinating with software Licensing team for on time issue of license for applications.
* Supports & Troubleshooting of Office365, Outlook mail exchange Server, basic Network, Server, SCCM pushdown, Update patches & User account AD issues.
* Implementing migration to all other government agencies if required.

JUNE 2017-DECEMBER 2017

### Organisation : HCL Technologies Pte Ltd,

***Client : SME Standard Chartered Bank, SCB* / *Singapore Designation : Desktop support engineer / Project***

RESPONSIBLITIES:

* Proactive monitoring and troubleshooting of applications and systems in detail and apply corrective standard procedures to restore the service or application.
* Configure and deploy end security as per the current Information Security policy and process.
* Follow standard processes for deploying changes.
* Provide expertise to regional teams on desktop infrastructure domain.
* Create reports as required by management and information security.
* Designing, Implementing and managing Active Directory.
* Provide IT support as required to maintain User accounts, DNS, DHCP, WINS.
* Troubleshooting and root cause analysis.
* Ensure that all servers are maintained & running optimally.
* Backup and Restore-Taking tape backup from server on regular basis.
* Researching, reporting and correcting any quality assurance issues in ticket resolution.
* Break/fix for patches, software distribution and preventive maintenance.
* Installation and maintenance of all IT assets and applications within a client's digital environment

APRIL 2014-JUNE 2017

### Organisation : Aishwaryam Trading Ptd Ltd,Singapore Designation : System Administrator /Admin

RESPONSIBLITES:

* Monitor network communication.
* Lead the support and maintenance of day to day IT infrastructure in development, QA and production environments
* Ensuring the environments are continuously operational and accessible on a 24 X 7 basis
* Monitoring and troubleshooting server application issues including troubleshooting and resolving problems for users, setup and monitoring of software applications and analyzing/recommending solutions
* Development and maintenance of policies, documentation and operation procedures
* Dealing with the credit card payments
* Assist with administration
* Preparing invoices and settlement
* Handling with the vendors
* Maintaining the sales stock
* Dealing with Staff salary

AUGUST 2010-AUGUST 2011

### Organization : Notion-Mindware To Software Tamil nadu, India Designation : Junior Test Engineer

RESPONSIBLITES:

* Performed manual testing of application in the Java / VB environment.
* Analyzing testing requirements, Test execution and completion for the assigned module.
* Attended discussions and meetings with designers to get a better understanding of the application Sprint wise.
* Detected bugs and logged and classified them based on the severity using HP ALM.
* Ensured that defects and requirement variances are appropriately communicated to development for correction.
* Exposure to all stages of Software Development Life Cycle (SDLC); Software Testing Life Cycle concepts.
* Reviewed the Design Document with the whole project team to make sure the requirements are feasible to implement and testable.
* Conducting various testing techniques like Smoke, Sanity, Black Box, Regression, Verification, Validation and performance testing based on knowledge of application gathered from calls and developers during sprint meetings.
* Performed GUI, Functional, System, Regression and Database testing.
* Participated in peer review of Test Cases.

JUNE 2008-SEPTEMBER 2009

### Organization: Eminent Technology solutions ,Bangalore, India Designation: Support Engineer

RESPONSIBLITES:

* Providing technical support to field engineers, technicians, and system administrators
* Troubleshooting systems, software, hardware, and networking problems resolving customer issues in a timely manner and performing documentation.
* Performed root cause analysis and general troubleshooting
* Consistently met deadlines and requirements for all production work orders.

# EDUCATION



**2019**

*Certified AWS SOLUTION ARCHITECT ASSOSIATE.*

## 2016

*Diploma*: *Software testing*

Software testing (Manual+Automation) Online course

## 2006

*Certification in computer networking*

Bharathidasan University, Khajamalai Campus, Tiruchirappalli, TN

## APRIL 2008

*B.Sc, computer science*: *Information Technology*

Bharathidasan University, Khajamalai Campus, Tiruchirappalli, TN

# PERSONAL INFORMATION



* DOB : 23-01-1988
* Gender : Female
* Nationality :Indian
* Marital Status : Married
* LTVP IC : G0901756P

## Available Immediately.

DECLARATION

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

AISHWARYA