

Zaid Shaikh

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EXPERIENCE

System Associate

Cognizant

Oct 2021 - Mar2023

- Worked as a System Associate in an application support team, ensuring smooth operation and maintenance of software applications within the organization.
- I continuously provided high-quality IT services, such as analysis, development, user training, and technical consulting, thanks to my proactive approach and careful attention to detail.
- I have extensive knowledge of the Mainframe, Unix server, ServiceNow, SQL, Python, and other relevant technologies, which has helped me to improve application stability and support.
- Ensured 24x7 application availability through a monitoring framework and Improved application stability through problem management.
- Led client governance calls on operational performance, risk, and challenges. Managed crisis situations to minimize the adverse impact of service interruptions on client business operations.
- Took full operational responsibility for the applications on an outcome-based model. Handled documentation and conducted user training

EDUCATION

Master Of Science in Computer Science *from* University of Mumbai- Mumbai

JULY 2021 – JUNE 2023

CGPA: 8.00 /10

Bachelor of Science in Computer Science *from* R.D. AND S.H. NATIONAL COLLEGE Bandra West, Mumbai

JULY 2018 – JUNE 2021

CGPA: 7.23/10

SKILLS

Programming Languages: Python

Web Development: HTML / CSS, JavaScript, React, Tailwind, MaterialUI

Mobile Development: Flutter, React Native

Databases: MySQL, Firebase, MongoDB

Tools: ServiceNow, putty

PROJECTS

LOCAL'S: [E-Commerce App for Local Shops and Businesses \(Flutter +Firebase Database\)](#)

NEX: [A News reading app using newsapi.org and Firebase](#)

Trix Book: [A book reading app in flutter \(View in \[Play Store\]\(#\)\)](#)

CERTIFICATIONS

12 Factor App *from* **KodeKloud**

Introduction to IT & Cybersecurity *from* **CYBRARY**

Google Cloud Platform (GCP) Fundamentals for Beginners *from* **UDEMY**

Google Cybersecurity Professional Certificate *from* **COURSERA**