Anju

[Anju.347531@2freemail.com](mailto:Anju.347531@2freemail.com)

* Highly motivated, efficient and reliable professional with more than an Year of experience in Development, Technical support, customer service and training in Core banking software project.
* Interact with customer over the phone and through email. Proactively solve customer technical issues by following standard operating procedure.
* Managed a high-volume workload within a deadline-driven environment. Created and troubleshooted many banking transaction pages as well as report pages(speed, accuracy, volume).
* Got selected to Hcl Technologies as technical support engineer for British telecom trouble shooting by clearing four phases of technical as well as personal interview
* Identifying root cause of the common issues and escalate to engineering team to resolve it. Alert management on any suspected outages
* Prepare standard operating procedure of various business transactions
* Develop, implement, and monitor training programs within an organization

**Key Competencies**

* Customer service.
* MS Office applications.
* Communication skills - verbal and written
* Attention to detail and accuracy.
* Problem analysis and problem-solving.

**Language Proficiency**

* English
* Hindi
* Malayalam

**EXPERIENCE**

Dec 2014 - Nov 2015 • **Software Engineer** ITCS-INDIA

Notable Attainments:

* Created pages for web based core Banking software project in asp.net platform.
* Made enough back end works in oracle sql.
* Handled customer calls, coordinated with service provisioning, engineering support and installation team.
* Direct requests and unresolved issues to the designated resource.
* Follow up on customer interactions.
* Provided on time support to all the fixed line products including customized banking reports,ATM Related pages
* Demonstrated professionalism and courtesy with customers at all times.
* Resolved problems with malfunctioning products

Dec 2015 - Dec 2016 • **Software Engineer** Reckon-India

Notable Attainments:

* Created and managed the company database
* Resolved the technical issues and given enough technical support
* Managed company website
* Troubleshooted the server client issues

**EDUCATION**

**• B.TECH: Computer Science & Engineering 2014**

Sarabhai Institute of science and Engineering Thiruvananthapuram

Cochin University for Science &Technology – Kerala

Completed with First Class

**• Taining in asp.net development 2014**

LogicSoftware’s Solutions Thiruvananthapuram

**SKILLS**

* Command over computer programming languages-HTML,C#,C,C++ and Asp.net
* Platform web development
* Database Systems: Oracle
* Proficiency in Microsoft Office Suite

**CONFERENCES**

Aug 2014• **HCL** Technologies technical support Training for fresher’s

**SUMMARIZATION**

I believe that I have the right attitude to be effective, professional & possess the necessary human skills to interact and co-ordinate with superiors and peers alike.