MALU

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PROFESSIONAL SUMMMARY

* An MCSE certified Software engineer worked with Accenture Bangalore for nearly 2.9 years.
* Worked as a part of the application maintenance team where SharePoint technology has been used extensively.
* Actively took part in ticket management by resolving issues faced by the users.
* Have experience in coding the requirements in the functional Specification in the best possible manner meeting the client standards.
* Organized detail oriented self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.
* Able to communicate clearly and get along well with other coworkers.
* Basic knowledge of Accounting.

SKILLS & EXPERTISE

* SharePoint 2010
* SharePoint 2013
* Testing (HPALM Tool)
* Tools: Share-Gate Migration Tool, Remedy Tool, Citrix
* SharePoint Designer 2010
* Visual Studio 2012
* ETL
* Microsoft Excel
* Basic Knowledge of QlikView tool.

WORK HISTORY

**Accenture**, Bangalore

Software Engineer | *August 2013 – May 2016*

* Resolved customer issues in a clear, courteous and straightforward manner
* Researched, troubleshoot and resolved complex problems independently.
* Maintained high departmental standards for quality and productivity metrics.
* Worked closely with team members to meet or exceed all customer service requirements.
* Tested new product offerings.
* Enthusiastically participated in job related trainings.

EDUCATION

**M.Tech***: VLSI Design |* **2013**

VIT University Vellore

**B.Tech***: Applied Electronics & Instrumentation |* **2010**

St. Josephs College of Engineering and Technology, Kerala

PROJECTS INVOLVED

**Project :** UNILEVER - Keystone - Avanade Lightning

**Client :** Unilever

**Type :** Application Maintenance

* Understanding the business applications.
* Troubleshooting and finding solutions for the issues faced by the users.
* Taken full responsibility of the incidents assigned and fixed it based on the priority.
* Undertook testing of business applications.
* Migration of sites using Share gate Tool.
* Configuration of applications in different environments.
* Provided on call support for the users.
* Worked on code fixes.
* Deployment of code using PowerShell scripts in the server.
* Worked on workflows using SharePoint Designer tools.
* Maintaining VSS server for loading solutions and documents.
* Raised tickets on behalf of users in the Remedy tool.
* Raised change requests to the development team.
* Taken Knowledge transfer sessions from clients and provided support to the users.
* Prepared useful documents for the major issues we have worked on.
* Prepared weekly incident and problem reports.

**Project :** WHIRLPOOL - Global SAP Application Management

**Client :** Coca-Cola

**Type :**  Onsite

* Worked with both Development and Testing team.
* Understanding the Business scenarios from the client and worked accordingly.
* Development work done as per the requirement.
* Took part in Integration testing where I have worked on HPALM tool.
* Created Test Scripts for testing the applications.
* Prepared Functional Specification document for the application which we have worked on.

ACCOMPLISHMENTS

* Cleared Microsoft Certified Solutions Expert (MCSA) exam: Developing Microsoft Azure Applications (70-532)
* Won Accenture Celebrates Excellence (ACE) team award for delivering client requirements in the Coca-cola project.
* Given a presentation on IRIS tool during the Techno speak session conducted in Accenture.
* Presented a paper on Design of a CIC Based Interpolator for Control System Applications in the ICEEE Conference Hyderabad.
* Event Coordinator for the technical event Equinox and cultural event Aspire conducted in the college.

PERSONAL DETAILS

 Date of Birth : 15th December 1988

Sex : Female

Present Location : Dubai

Place of Birth : Kerala

Nationality : Indian

Mother Tongue : Malayalam

Marital Status : Married

Languages Known : English, Malayalam and Hindi

Visa : Husband Visa

DECLARATION

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.