**SUDHA**

**SUDHA.362126@2freemail.com**

Objective:

Seeking challenging assignments to leverage experience and expertise with an organization of repute.

Experience Summation

* Worked as IT Help desk Engineer, **ADNEC** Abu Dhabi from Feb’17 – Mar’17.
* Worked as Admin assistant in **International pools establishment** Abu Dhabi from Sep’16 – Jan ’17.
* Worked as Software Engineer and IT Technical Support in **Robert Bosch Engineering and business Solutions Ltd (RBEI).**
* **1 years 3 months of** experience in **Software Development** in **.NET Technologies and SQL Server.**
* **3 years** of experience in **Process Coordination and Technical support on Project development/maintenance** for Bosch Internal Teams and European OEM’s.
* Good knowledge in Microsoft Word, Outlook, PowerPoint, Excel, Access, Data files management, Document Control, Software Installation, Hardware maintenance and support for internal tools development, Functional Software Testing in open loop lab car for Renault/Nissan Projects.
* Experience in Process documentation preparation and maintenance, internal presentations, Review records, Handling Reports from spreadsheets and databases.
* Work experience in different Phases of **SDLC** – Requirement Analysis, Tracking and Handling OPL(Open points), End Product Software Validation and Verification ,Reviews ,Internal Audit Documents Preparation, Test Reports and Final QCT(Quality Assurance) Reviews, Checklist preparation, Documentation and Sending Files (Customer Delivery process).
* Experience in Software development in .Net technologies **C# and Asp.Net**.
* Work experience in **SQL Server Database and Crystal Reports**.
* Experience in mentoring fresher’s about process and applications software of project.
* Work experience in **Intranet Portal management and Document Controller.**
* Resolving and Handling, Providing **Online Support for Tickets and Escalations** raised by Software and customer teams**,** Trouble Shooting issues with software.
* Good Knowledge of Installation/Setup and configuration of Operating systems, Application Software and Hardware.
* Experience in Conducting Internal knowledge sharing sessions, Attending Customer Meetings, Project Billing support for higher management and Status Report preparation, Task scheduling.
* Work experience in **Processing Data** for Large Data pool by Filling, Verification and Validation in various File Servers, Tools development, Database table maintenance in SQL Server, Managing Spread Sheets in Excel.
* Good Team Player with Analytical and Communication skills, Quick learner.
* Experienced in **Files/project migration** between DGS(Diesel Gasoline) Servers.

Academic Qualification

Master of Science in Software Systems from Rathinavel Subramanian College of Arts & Science, April 2011 at Coimbatore ,Tamil Nadu,India

Roles and Responsibilities

|  |  |
| --- | --- |
| **CAREER PATH** | **DURATION** |
| **IT Help desk Engineer**, ADNEC, Abu Dhabi, UAE | Feb’17 – Mar’17 |
| **Admin Assistant** ,International Pools Establishment, Abu Dhabi, UAE | Sep’16 – Jan ‘17 |
| **IT Technical Support and Software developer** Robert Bosch Engineering and Business Solutions Pvt.Ltd, Coimbatore | Jan’14 – Dec’15 |
| **Member Technical,**Robert Bosch Engineering and Business Solutions Pvt.Ltd, Coimbatore | Sep’11 – Dec’14 |
| **Junior Programmer,** Vestige Technologies PVT.LTD, Coimbatore | Apr’11 – July‘11 |

Project Description

**Organization: ADNEC, Abu Dhabi, UAE**

**Period: Feb 2017 –March 2017**

**Role:** **IT Help Desk Engineer**

**Responsibilities:**

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
* Respond to queries either in person or over the phone
* Respond to email messages for customers seeking help. Install, modify, and repair computer hardware and software

**Organization: International Pools Establishments, Abu Dhabi, UAE**

**Period: Sep 2016 –Jan 2017**

**Role: Admin Assistant**

**Responsibilities:**

* Document controller, Bills, Contracts maintenance and Office works
* Quotation preparation, invoice and cash management, project wise accounts maintenance
* Test computers to ensure proper functioning of computer systems
* Train end users on usage of computer hardware and software
* To solve technical problems of a computer user and make smooth running of computer systems
* Managing Printers, Hardware, Software, Network Issues
* Initial Configuration and Setup the Workstation for New Users

**Organization: Robert Bosch Engineering and Business Solutions PVT LTD, Coimbatore, India**

**Period: Sep 2011 –Dec 2015**

**Role:** **IT Technical Support Engineer**

**Responsibilities:**

* Trouble shooting issues or changes required, such as forgotten passwords, viruses or email issues. Tasks can include installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems, either over the phone or face to face.
* Maintenance of Computer hardware and software, Intranet Portal
* Field Analysis, Hardware Audit, Documentation, Coordination with European OEMs
* Process and Tools development for automating Process
* BMC incident management Service System
* Migrating Data from Excel to SQL server database
* Migration of data between Rational IBM Clear case and SDOM SCM Server
* Process Documentation and Preparing Checklist for Quality Review check

**Organization: Robert Bosch Engineering and Business Solutions PVT LTD, Coimbatore, India**

**Period: Jan 2014 –Dec 2015**

**Role:** **Software and Tools Development**

**Responsibilities:**

Global Pricing and Cost Forecasting System.

This project is for creating quotation automatically for hardware purchase/sales teams, validate and populate the cost details provided in list given by the customer into charts to find status at the end of month and data display, customer portal creation and maintenance. Exporting various summarized data from Excel .The products may have different pricing and additional promotional items. So the product handling has been organized in a way to adopt pricing while generating quotation and bills. Modules of this project developed using C#.NET, Asp.NET, SQL Server.

**Organization: Vestige Technologies Pvt Ltd**

**Period: April 2011 –July 2011**

**Title: Construction Management System**

**Environment:** C#.NET, SQL Server, VS 2005

**Role:** Developer

**Description:** Software used for monitoring the site activities and generating reports. Construction Management System consist of modules Employee Address Management, Payroll, Suppliers, Site details etc.

**Responsibilities:**

* Involved in designing and development of modules Employee Attendance management.
* Data handling and Generating the crystal reports

Technical Skills

|  |  |
| --- | --- |
| **Operating Systems** | Windows XP, Windows Vista, Windows 7,Windows 8,Windows 10 |
| **Applications/System** | MS office Suite, Managing users and computers in Active Directory, Adobe Professional |
| **Programming Language** | C#.Net 3.5,ASP.Net 3.5,VB.Net3.5 |
| **Scripting Language** | Basics of JavaScript, HTML, CSS, XML, Crystal Reports |
| **Ticketing System** | Microsoft CRM Incident Management and BMC Incident Management |
| **Hardware** | Desktop ,Laptop, Mobile, Printers/Scanners |
| **Installation/Configuration** | Windows Operating Systems, Application |
| **Databases** | SQL Server 2005 |
| **Web Browser/Server** | Intranet Portal Management , SCM, Internet Explorer, Chrome |
| **Others** | HTML, Photoshop, Web Services |

Personal Profile

 Date of Birth : 31-Jan-1989

 Linguistic Proficiency : English

 Nationality : Indian

 Visa Status : Residence (Personal)

 Preferred Location : Abu Dhabi

 References : Will be pleased to furnish upon request

 Notice period : Immediate

**DECLARATION**

Hereby, I declare that all details given above are true to the best of my knowledge.

Place: Abu Dhabi