A person in a blue shirt

Description generated with very high confidence

**LINDA**

[**LINDA.372774@2freemail.com**](mailto:LINDA.372774@2freemail.com)

\_\_\_**PROFILE** \_\_\_\_

As an organized and highly creative individual, I love

the challenges of working within a dynamic and fast

paces working environment. The knowledge gained

from my corporate experience with company such

as Xerox has shaped my ability to adapt quickly,

work efficiently, think creatively and work effectively

as part of a team or on my own.



\_\_\_\_  **EDUCATION** \_\_\_\_

* B.Tech in Computer Science Engineering

(2009-2013) - Amal Jyothi College Of

Engineering Kanjirapally, Kottayam

* Higher Secondary (2009) - National Higher

Secondary School Irinjalakuda, Thrissur

* SSLC (2007) – St. Joseph C.G.H.S

Karuvannur, Thrissur

Briefcase

\_\_\_\_ **WORK EXPERIENCE** \_\_\_\_

**Associate Professional ( 2.4 Years )**

* Responsible for resolving data flow issues between target system
* Monitored application performance and assisted with Technical Support trouble shooting client issues with high level data analysis
* Providing post deployment support for upgrades/changes /enhancement done on production(Live) environment
* Prioritizes requests in accordance with agreed service level agreement.
* Ensures all work is carried out and documented in accordance with required standards, methods and procedures
* Maintain interaction within entire organization and third party related entities and Engage in internal issues review and client calls
* Provided business-clients with efficient support – Responded to phone calls, emails, and in-person requests
* Worked productively together with the engineering and customer-support departments and teams
* Maintained close collaboration with vendors to ensure timely support whenever necessary
* Analyzing the server related issues and solve them
* Documented and reported application defects to Development teams to improve the product quality
* Coordinating the work of test teams and monitoring their performance
* Identify test approaches that optimize delivery schedule
* Assist in support hours of operation and off hour production emergencies
* Uploading and downloading of client files to/from the client server and maintaining them in specified manner

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\_\_\_ **PROFESSIONAL ABILITIES** \_\_\_\_

* Experience across different types of testing i.e. user acceptance and system integration
* Excellent problem solving and analytical skills
* Able to take preventive action when any risks become unacceptable
* **Ability to Work in harmony with Co-Workers**
* Strong administrative and organizational skills
* Ability to deal with clients and sensitive data
* Work effectively both as team member and independently
* Having a flexible attitude and positive approach
* Ability to quickly learn application with minimal documentation

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\_\_\_ **AREAS OF EXPERTISE \_\_\_**

* Troubleshooting and Maintenance of Systems
* Software Support and Technical Support
* UAT testing
* SQL Programming
* Creation and processing of Batch (.bat) files

**DECLARATION**

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.