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**RESHNA**

**Email:** [**RESHNA.375264@2freemail.com**](mailto:RESHNA.375264@2freemail.com)

**SUMMARY**

IT Engineer with 2 years’ experience seeking opportunities in UAE. Currently on Visit Visa from Nov 2017 to Jan 2018.

**HIGHLIGHTS**

* Master in Engineering - College Topper and Best Outgoing Student Award
* Excellent written and oral communicationskills
* CCNA, CCNP, JAVA Trained and Proven experience in core IT industry
* Hands-on experience in Client Infrastructure Management
* Worked as L1 NOC Engineer, Jr. Programmer
* Freelance Web Site Content Writing
* Very passionate towards Information Technology

**WORK EXPERIENCE**

**L1 Support Engineer Nov 2014 - Dec 2016**

**Nocme Technologies Pvt. Ltd**

* Level 1 Call/Chat support for clients and remote administration
* Preparing Daily Reports, Monthly Reports, Presentations etc.
* Performing Network and Devices Health Check Up
* Responsible for managing device Backups and troubleshooting
* L1 Desktop/Network/Server Technical Support for clients
* Monitoring Client Infrastructure using Solarwinds Orion NPM, SAM Monitoring Tools and PRTG Monitoring Tool
* Raising corresponding tickets using Managed Engine Service Desk Plus Ticketing Tool
* Diagnose and troubleshoot technical issues, including account setup and network configuration
* Worked according to the ITIL incident management process
* Escalating IT issues to the IT manager where necessary
* Document technical knowledge in the form of notes and manuals

**TECHNICAL SKILLS**

* Networking: CCNA, CCNP
* Programming: C++, CSS, HTML, Java script and Core Java
* Knowledge about TCP/IP protocols, Firewalls, Routers and Switches
* Knowledge in resolving network issues, configuring operating systems and using remote desktop connections
* SolarWinds Monitoring Tool, PRTG Monitoring Tool, Ticketing Tools (MSP&HP)

**SOFT SKILLS**

|  |  |
| --- | --- |
| * Teamwork * Organized | * Adaptable * Customer facing skill |
| * Leadership Quality | * Self confidence |
| * Making Decisions | * Creative |
| * Friendly | * Patient and Dedicated |

**EDUCATIONAL QUALIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Year** | **Percentage** |
|  |  |  |
| **Bachelor in Engineering-Electronics and Communication**  ICET, Muvattupuzha (Mahatma Gandhi University, Kottayam) | 2010-2014 | **72%** |
| **Standard 12**  Green Valley Public School, Kothamangalam, Ernakulam  (Central Board of Secondary Education) | 2010 | **84%** |
| **Standard 10**  Vimalagiri Public School, Kothamangalam, Ernakulam  (Central Board of Secondary Education) | 2008 | **83%** |

**CONFERENCES AND PUBLICATIONS**

* Presented a paper titled **Hand Gesture Recognition System** in a **National Conference** on New Trends in Electronics, Computing and Communication

**TRAINING**

* Embedded System Engineering at Bitsforge Technologies Pvt. Ltd.
* Telecom Technologies at BSNL
* Transmission Technologies at Doordarshan High Power Transmitter

**LEADERSHIP QUALITIES**

* Student Co-Ordinator at National Conference On New Trends in Electronics, Computing and Communication
* Student Co-Ordinator at National Conference On Signal Processing, Instrumentation and Communication Engineering

**ACADEMIC PROJECTS**

* Blindstick with camera interface
* An accelerometer based digital pen with trajectory recognition algorithm for hand written digit and gesture recognition
* Robust Hashing for image authentication using Zernike moments and local features
* A Novel Spatial Modulation Scheme Using Trellis code

**PERSONAL DETAILS**

Date of Birth & Age: 27 August 1992, 25 years old

Gender: Female

Nationality: Indian

Marital Status: Married

Languages: English, Hindi, Tamil, Malayalam