**ASWATHY**

Dubai, U.A.E

E-mail: aswathy.379480@2freemail.com

***Skilled engineering professional with Bachelor of engineering in Computer Science and more than 1 year experience in developing, programming, designing, testing, deploying and supporting in IT sector.***

***Aggressive in identifying and resolving client issues. Strong team member to motivate team members to convey client request within stipulated timelines. Excels in unpredictable and hectic environment.***

**PROFILE SYNOPSIS**

* **One year and 3 months experience as Business Development officer at Techno Park.**
* **More than 6 months experience in customer care and technical support**
* **Good experience in ERP Software utilized in Cochin Shipyard Ltd during internship**
* **Experienced in cloud accounting software**

**DOMAIN SKILLS**

* Developed project on dot net for using virtual machines (VMs) and storage hosted by the clouds.
* Handling clients and their technical queries.

**WORK HISTORY**

**TECHNO PARK, Kerala, India July2016 –September 2017**

**Job Title:BDO Industry: Information Technology**

**Deliverables & Accomplishments:**

* Consultation with clients to understand project scope.
* Suggest the best possible platform to execute the project.
* Provide estimation of the project to client.
* Negotiate with client based on financial implications and its benefit
* Management ,optimization, computational modeling

Main responsibilities:

* + - Worked on ERP software to co-ordinate the entire business.
	+ Correct errors while executing in pilot test
	+ Develop the program to remove bugs
	+ Final execution of software program.
		- Network maintenance
	+ Ensure proper firewall protection in every department.
		- Database management
	+ Secure the data of company in data storage room
	+ Ensure proper working of fire alarms and smoke detector

**STATIC PHONES USA, Cochin,India December 2015 – July 2016**

**Job Title: Customer Care and Technical Support Industry: Electronics**

**Deliverables & Accomplishments:**

* Responsible for dealing with customer enquiries by telephone,email,letter or face to face
* Ensuring that a customer’s problem is brought to a satisfactory conclusion
* Involved in developing a customer service policy
* Collecting and analyzing data to monitor the level of customer service
* Making sure that all health and safety procedures are adhered to completing all administrative tasks and updating records
* Occasionally having to work in the company Call Centre
* Booking appointments for sales representatives to visit potential customers

**KARAVALI POLYTECHNIC, Mangalore, India January 2015 – July 2015**

**Job Title: Lecturer Industry: Education**

**Deliverables & Accomplishments:**

* Responsible for teaching and research duties
* Classroom management with outstanding communication and interpersonal skills
* Responsible for the departmental administrative tasks
* Providing mentoring, advice and support to students on a individual level
* Actively leading class discussions and encouraging debate
* Involve in development of professional courses including planning, implementing and assessing
* Evaluating student’s area of expertise.

**ACADEMIC PROJECT**

* Cost Effective Resource Provisioning for map reduce using UAPI
* Host services in cloud.
* MapReduce production workloads to manage traffic
* Automatically create the best cluster configuration for the jobs
* Effectively multiplexing the available cloud resources

**ACADEMIC CREDENTIALS**

* B. Engineering in Computer Science from KIT College of Engineering, Karnataka, India in 2016.

**CERTIFICATIONS**

* Internship certificate from Cochin Shipyard Limited, Kerala in 2016.

**SOFTWARE PROFICIENCY**

Microsoft Office Programming language (C, CPP, Java) HTML Adobe Photoshop

**LINGUISTIC PROFICIENCY**

English Malayalam Kannada Tamil Hindi

**PERSONAL DOSSIER**

* Date of Birth : 3rd October 1993
* Gender : Female
* Marital Status : Single
* Nationality : Indian
* Visa status : Visit Visa (Transferable)

\**Reference available on request.*