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| **PROFESSIONAL SUMMARY**Highly motivated and 2.5 years experienced professional. Seeking a challenging position and strive for excellence with dedication, proactive approach, positive attitude and passion towards the work that will fully utilize my logical and reasoning abilities in the best possible way for the fulfillment of organizational goals.**CONTACT**Email : monica-394926@2freemail.com **ACCOLADES*** Won the “**CS Department topper**” award for all 8 Semesters from College.
* Won the “**Best coordinator**” title for management excellence
* Won “**Campus Associate of the Quarter**” award from Cognizant Technology Solutions.
 | MONICA **B.E. Computer Science and Engineering****EDUCATION****ANNA UNIVERSITY CHENNAI 2012-2016**I have done my Bachelor’s Degree in Computer Science and Engineering, from Vivekananda College of Technology with an aggregate percentage of **81%**.* Served as college secretary and CS Department trustee.
* College event management coordinator.
* Served as a Student Mentor for the CSE Department First Year Students.

**KERALA STATE BOARD 2000-2012**I have done my High School Education with an aggregate percentage of **95%** and Higher Secondary with **82%**.**WORK EXPERIENCE** **IT services company** (Analyst)**February 2017- August 2019****Key responsibilities and contributions.*** Participate in **BRD reviews** and attending **client calls**.
* Worked with clients – Telefonica O2 UK Ltd and Lufthansa Group Business Services - Germany
* **Screening resumes, scheduling, conducting interviews and training resources**

and performed the **lead role** for the new joiners.* Responsibility for **maintaining the tracking system** JIRA and trackspace.
* Served as Access Gateway **L3 support engineer**.
* **Ticket monitoring** and taking care of daily issues.
* **Managing weekly and monthly reports** and representing the team in weekly and monthly meetings.
* Consumer Onboarding, service provisioning to Access gateway and certificate renewal.
* **Monitoring and updating** the traffic on IPhone and Samsung launch using linux commands.
* **Coordinating and interacting** with SuccessFactors Functional consultants, customer functional team to understand the integration business requirements.
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* **Document** the functionality and requirements

**SOFTWARE SKILLS**

* Advanced knowledge in Microsoft Office Applications.
* Dell Boomi Atomsphere
* IBM Data power
* SQL,HTML
* Typing speed 40 WPM
* Internet Savvy

**PERSONAL INFORMATION**

* Works with customer on **user acceptance testing**.
* Participated in requirements gathering, integration Design, Development, Configuration, Administration, and Documentation.
* Worked in middleware applications DellBoomi and IBM Datapower

# ADDITIONAL SKILLS

* Excellent interpersonal skills
* Keen Observer and Active listener
* Analytical and problem solving
* Adaptability
* Fast Learner
* Active team player
* Leadership

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| Date of Birth : | 12/01/1995 |
| Marital Status : | Single |
| Current location: | Dubai |
| Languages : | English |
|  | Malayalam |
|  | Tamil |
|  | Hindi |
| Nationality : | Indian |
| Visa Status : | Visit Visa |

* Organizational Skills
* Ability to communicate clearly and politely
* Time management skills
* Ability to do multiple tasks

# CERTIFICATIONS

* IBM Course certificate on **“Basics of Information Management with DB2”**.
* Certification on **“Dell Boomi Atomsphere”** integration Application.
* Cognizant Academy Training on **“SQL and Business Process Management”.**
* Cleared the assessment for the role of **“Business Correspondent and Business Facilitator’.**
* Cleared International English Language Testing examination (**IELTS**) with overall 7 Grade point.

I hereby declare that the above given statements are true and correct to the best of my knowledge

Monica