

## EDUCATION

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### SRM Institute of Science and Technology

*B. Tech in Computer Science and Engineering*

CHENNAI

2017 – 2021

### La Martiniere for Boys

*Indian Certificate of Secondary Education*

KOLKATA

Graduated 2017

## EXPERIENCE

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### Cognizant Technology Solutions

*Senior Systems Engineer: Client- Oxford University Press- Team- L1.5*

KOLKATA

Jan 2023 – Feb 2024

- Handled **moderation of MS-SQL** server. Querying data to confirm data mismatch between application databases to validate bugs
- Took responsibility of **Red-hat Linux server operations** for deploying updated files to the server and archiving old files
- Deployed updates to Prod environment from **GIT** through a CICD pipeline
- Passed Script Updates to **SVN** server for provided files
- **Jira** Platform moderation using administration tools and **JQL** to automate ticket assignment and distribution
- **Responded to high priority P1/P2 tickets** and triaged them in a minimal documentation environment
- **Attended client calls** and **created new documentation** on applications and processes
- Responsible for **knowledge transfer** and **training** of new team members

### Cognizant Technology Solutions

*Systems Engineer: Client- Oxford University Press: Team- L1.5*

KOLKATA

Jun 2022 – Jan 2023

- **On-call** for responding to **service requests** and **incident tickets** and **trialoging** them through **Service Now (SNOW)** for a portfolio of **30+ applications**
- **Validated bugs** reported through incidents
- **Catch and dispatch** work including follow-up documentation and reporting on **Jira**
- Content moderation and user management for **SharePoint**

### Cognizant Technology Solutions

*Programmer Analyst Trainee*

KOLKATA

Dec 2021 – Jun 2022

- Intensive technical training covering a broad variety of subjects – including **HTML, CSS, JavaScript, React.js** and API creation (using **Entity** framework)
- Gained hands-on experience in debugging, troubleshooting and problem solving

### Reliance Jio Infocomm Limited

*Intern*

KOLKATA

Jun 2019 – Jul 2019

- Underwent training on **corporate documentation writing**
- Authored corporate documentation on the **upkeep of mock networks** using Cisco's iOS

## SKILLS

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**Programming Languages** C, C++, HTML, CSS, SQL

**Ticketing Systems** ServiceNow, Jira (including JQL)

**Version Control** Git, SVN

**Databases** MySQL, MS-SQL

**Cloud Computing** Basic understanding of EC2 instances and operations including Yum/Apt/Dnf Package managers

**Soft Skills** Problem Solving & Analytical Skills, Excellent communication & collaboration abilities, Self-motivated and able to work effectively in both independent & team environments

## POSITIONS OF RESPONSIBILITY

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**Cognizant: Pod Leader (Jan 2022 – May 2022)** In-charge of assigning tasks to five team members and ensuring project delivery

**Cognizant: Training & Knowledge Transfer (Oct 2022 – Jun 2023)** Documented application behavior, conducted knowledge transfer to new team members & mentored them on their tickets