**Mayank Sahu**

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Profile

System Engineer with 3+ years of experience in IT support projects, having an exposure to client handling and UI development and enhancements. Quality focused with analytical approach to work on the tasks assigned along with:

* Good amount of knowledge of HTML5-CSS3 and JavaScript.
* Ability to handle customer requirements and team management.
* Strong-interpersonal and presentation skills with the ability to address the audience.

**Education**

* B.E - Electrical and Electronics Engineering from Shri Ram Institute of Technology, RGPV University, Jabalpur.
* H.S.C from St. Gabriel Senior Secondary School, Jabalpur.
* S.S.C from St. Gabriel Senior Secondary School, Jabalpur.

**Work Experience**

* **Tata Consultancy Services**

System Engineer

From Jan 2017 to present

Indore

* **Project:** GIA Mobility

**Role:** UI Developer

**Description:** Gemological Institute of America is a non-profit institute dedicated to research and education in the field of gemology and jewellery. There are several mobile applications build for both customer and the enterprise. The applications are developed for IOS and Android platforms. The framework used is Apache Cordova, which is a hybrid application development framework.

The framework easily turns the HTML, CSS and Javascript into an app.  
As a developer I used to recognize and resolve any issues in the existing apps. I was supposed to perform the task of provisioning profile certificate renewal for ios apps and versioning revision for android apps.   
Apart from this development of customer assigned requirements in the apps was my job, like making custom changes in the apps or adding an additional feature in it.

* **Project:** USA Based Pharma Company Application Support: Japan Operations

**Role:** Administrator

**Description:** Project was to maintain and enhance the VB Dotnet sites, its look and feel, apart from this handle daily support and service requests from the customer.

**Technology & Tools**: VisualStudio, Sourcetree, Jenkins, Crownpeak, Javascript, Jquery, HTML-5, CSS-3, Service Now, GitHub.

**Roles and Responsibilities**

* Analyzed design requirements and recommended technical solutions to enhance the look and feel of the client sites.
* Design and Development of new web pages for the existing sites.
* Analyze system errors and work with operations and related business units to correct and/or assist in problem resolution.
* Design of additional functionality, where needed using HTML-5 and CSS-3, in support of the business requirements.
* Maintain and develop all the changes implementing the web(W3) standards and usability guidelines.
* **Project**: USA Based Pharma Company SharePoint Application

**Role:** SharePoint Administrator

**Description:** It is one of the top 3 largest SharePoint environment in the world. It’s a production support project, which specially focus on the processes. He Service Now tool is used to handle the tickets of any incident and service request.

**Technology & Tools**: MS SharePoint 2010-2013, DocAve GA, Service Now.

**Roles and Responsibilities**

* Worked as a L1 administrator in the support project.
* Perform general troubleshooting and resolution for the customers.
* Analyze issues and document them in the service now for reference to the L2 team.
* Service request fulfillment related to roaster generation or SharePoint site steward and owner changes.

**Awards and Achievements**

* Received Star team award for achieving 100% CSI.
* Received Best team award for successfully completing a major deployment.
* Received Special Initiative Award for co-coordinating the info-security fest.

Personal Details

* Date of Birth: 1st Nov,1994
* Gender: Male
* Languages Known: English, Hindi and Gujarati.