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**Adithya V Menon**

Senior Project Engineer

**ABOUT ME**

**WORK EXPERIENCE**
5 Years 5 months

Inquisitive software engineer with 5+ years of IT experience looking to leverage strong programming, analytical skills in Application support along with experience in the presales domain as a pre-sales consultant

 Specialist with good coding aptitude in Java and Python, involved as a team leader in supporting multiple client specific applications. Good analytical and problem solving skills in both development and support areas supplemented by strong interpersonal and communication skills. Capable of independently handling teams and projects along with providing continuous improvement to tools and systems. Excellent time management skills in providing accurate and timely solutions to customer complaints without missing any SLA. Experienced in working in an agile environment and coordinating with multiple teams to devise solutions for issues faced by the customers. Experienced in working within an ITIL framework. Experienced in responding to RFP, RFQ & RFI and independently handling multiple large deals.

**AGE**
26

**Education**

**10+2 Graduated, May 2012**St. Mary’s Central School
CBSE Board
Alappuzha, Kerala

**Physics, Bachelor Of Science Graduated, April 2015**

Sanatana Dharma College

University of Kerala

Alappuzha, Kerala

#### Information Technology, Graduated, February 2020

#### Master Of Technology (Integrated)

Vellore Institute Of Technology

Vellore Institute Of Technology

Vellore, Tamil Nadu

**Professional Qualifications and Affiliations**

* Data Engineering with Hadoop and Spark, IIT- Roorkee in association with CloudXlabs.
* IT Help desk professional – online course from udemy

**Skills**

* Root cause analysis
* Eye for accuracy
* Technical issues analysis
* Technical documents comprehension
* Excellent time management
* Customer support needs assessment
* Code base and system logs debugging
* Intermediate programming skills in Java and python
* Unix adept
* Customer service expert
* Application support
* Exceptional telephone etiquette
* Staff education and training
* Troubleshooting proficiency
* Experience in PLSQL, Oracle SQL, , Jupyter Notebook, MS office suite and outlook 2016.
* Knowledge of Windows 8, windows 10, DHCP, Active directory, DNS
* Documentation maintenance and version control
* Familiar with Data science concepts and supervised machine learning along with collaborative filtering.

**Work Experience**

Wipro Technologies

#### Application Support Engineer

Bengaluru, Karnataka

November 2015
- August 2020

Worked for 4 years 9 months as an Application Support Engineer after joining Wipro as a part of its Work Integrated Learning Program (WiSTA) under the designation Student-Computer Application. During this period I was assigned to provide both operational and technical support for the applications of one of Wipro’s esteemed clients and had undertaken the following responsibilities.

* Handled a team of 4 people and led support functions on multiple client specific applications with high efficiency.
* Experienced in working in a complex multi application environment with more than 4 years of IT experience in Application support.
* Provided day-to-day technical support, assisting staff with resolving P1, P2, P3 and P4 issues in an agile ITIL based work environment.
* Performed regular monitoring and maintenance of Unix based servers and batch processes to ensure fault-free operation of client specific applications in order to ensure high availability and efficiency.
* Provide Knowledge transfer to new team members on client specific applications and technologies such as PLSQL, Oracle SQL, Git, Bitbucket, Jira and Salesforce through thorough, easy-to-understand presentations.
* Provided knowledge transfer to team mates on Python and Machine learning through live demo on how to leverage the benefits of the technologies.
* Responded to client raised incidents via the CRM tool Remedy force based on Salesforce platform and provided accurate and timely resolution to the clients/customers.
* Helped in resolving client issues during live sessions with the clients in collaboration with expert development team through web-ex meetings.
* Assisted with maintenance and development of client specific applications in accordance with the updated customer requirements.
* Performed root cause analysis of frequent issues in order to identify the cause and suggested appropriate solution to the development team to permanently mitigate the issue.
* Performed analysis on the customer data stored in Postgre SQL DB to identify patterns and mismatches that would result in deteriorating the application performance over the long run
* Provided continuous improvement and support during data migration from on premise servers to AWS instances.
* Ensured adherence to ITIL4 regulations for continued company compliance.
* Maintained smooth operations of project through effective and efficient communication with various teams both offshore and onsite.
* Created and maintained detailed documentation about the best practices, technologies used and work around in order to facilitate the on-boarding and training of new employees faster and more efficient.
* Have a zeal to learn new technologies and leveraging them to improve customer experience and satisfaction
* Also worked on Machine learning POCs and have a good understanding of Python and Java with intermediate programming skills.
* Certified in data engineering with Hadoop and Spark from IIT- Roorkee in association with Cloudxlabs.
* Other known technologies include BigData, Hadoop, Spark, Hive, HDFS and Scala.

**Computer Proficiency**

**Tools**

Eclipse, Pycharm, PGAdmin4, Oracle SQL developer, Postman, Jupyter Notebook

**Programming Languages**

Python3, Java, SQL, Scala, Spark, Html/CSS, Java script

**Content management System**

Share Point

Bit Bucket

**Others**

Microsoft office suite, Jira, Android Studio, Microsoft teams, Webex, Outlook 2016

**Languages**

* English
* Hindi

**Personal Interests**

* Reading
* Travelling
* Photography

**Personal Details**

Father’s Name: Mr. Vijay Menon Marital Status: Single
Birthday: December 03, 1994 Nationality: Indian
Gender: Male

**Declaration**

I, Adithya V Menon, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



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Adithya V Menon Alappuzha, Kerala
 September 19, 2020