**OBJECTIVE:**

To utilize my skills & offer strong contribution to organizational goals through continued development of knowledge & skills.

 **:**

**PROFESSIONAL SUMMARY:**

Overall 2+ years of experience in IT services industry in the area of operations management, web development, Enterprise applications development and configuration of SaaS tool Service Now.

**AREAS OF INTEREST:**

* IT Tools,
* Cloud, SaaS **(Service-Now),**
* Devops.

 **EMPLOYMENT SUMMARY:**

* Working with ACCENTURE SOLUTIONS from May 2018 to July 2019
* Working with NATRIX TECHNOLOGY PVT LTD. from Jan 2017 to Feb 2018 and designation “Software Developer.
* Working with TECH MAHINDRA LTD from 15th June 2016 to 31st July 2016.

 **EXPERIENCE:**

* Good understanding of ITIL processes of Incident, Problem and Change
* Service-Now applications implemented: Incident, Problem, Change, Configuration, and Asset Management.
* Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationship in Service-Now tool.
* Perform core configuration tasks including System Policies, Business Rules and Client Scripts.
* Manage Users, Groups, and Roles, Manage data with Tables, the CMDB, Import Sets, and Update Sets.
* Hands on experience in Core Java, Servlets, JSP, JDBC, and Oracle 10g.
* Knowledge of Net Beans tool for the development of Java projects.
* Hands on experience Glassfish and Tomcat web servers.
* Cohesive team worker, having strong analytical, problem solving and interpersonal skills.

 1+ years of experience in IT operations.

* Worked as L1 Support.
* My major duties revolved around working and assisting in the contribution and enhancement of projects.
* Assist management with scheduling, service protocol improvement, and quality assurance.
* Got an excellent experience of end-user as well as Team Leader.
* I was working on ‘GOOGLE’ project that is “Account Recovery Investigation Security”. In which I deal with IP, Gaps, and Cookies to recover an account.

 **PROJECTS:**

**1. H & N Print. in** :- I had worked on it during my Job duration based on

Front-End tools: HTML, CSS, BOOTSTRAP, JAVASCRIPT, JQUERY

Back-End tools: NETBEANS/ECLIPSE, J2EE, ORACLE 10g

It is based on Online Printing on materials. I had designed Homepage of project and other designing part as well as other backend work like Forgot Password, Mail API etc. I had also learned Responsive- Web Designing as well as SERVLET, JSP & Managing Database using Oracle 10g.

**2. Leave Processing System:** This is done in SERVICENOW tool. In which , I have create Update set , create Tables and Columns , create a form design, link with Applications and Modules , for Security purpose create Access Control List(ACL).

 **IT SKILLS:**

|  |  |
| --- | --- |
| **Skill Category** | **Skill Set** |
| Languages | SQL,C,JAVA,HTML, JAVASCRIPT ,CSS,,BOOTSTRAP |
| Operating Systems | Windows Family |
| Database | Oracle  |
| Developer Tools | Service Now |
| Other tools | Microsoft Office |

 **ACHIEVEMENT:**

* Certified in C & Java.

**STRENGTH:**

* Self-Motivated.
* Statistical and Programming Skills.
* Hard working.
* Quick learner.
* Confidence and strong belief in completing the assigned work successfully within the time.
* I am flexible to work in any shifts.
* Responsible and dedicated to work.

 **ACADEMIC PROFILE:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COURSE** | **COLLEGE/SCHOOL** | **BOARD/UNIVERSITY** | **YEAR OF PASSING** | **AGGREGATE** |
| B.TECH(Computer Science) | BBDNITM, Lucknow | APJAKTU(Formerly UPTU) | 2017 |  73.86% |
| INTERMEDIATE | S.P.D.P INTER COLLEGE | UP | 2012 | 80.66% |
| HIGH SCHOOL | S.P.D.P INTER COLLEGE |  UP | 2010 | 73.66% |

**PERSONAL SUMMARY:**

Date of Birth **:** 05.06.1996

Father’s Name **:** Mr. Vinay Kumar Gupta

Gender **:** Female

Hobbies **:** Listening songs, Reading Business books.

Marital Status  **:**  Single

Nationality  **:** Indian

Language known **:** English, Hindi

**DECLARATION:**

 I hereby declare that the above information is true and correct to the best of my knowledge.

Place: **Noida**

**Date: 08.12.2019 [Tanya Rathor]**