**ASWINI ALUKKAL PRABHAKARAN**

**Mobile:** +971 50 8876595 • **E-Mail:** alikkalaswini@gmail.com

**LinkedIn:** https://www.linkedin.com/in/aswini-alukkal-prabhakaran-286770159/

­­­

**PROFILE SUMMARY**

Detail oriented, versatile and motivated software programmer with over 4+ years of experience in providing admin assistance to users by determining software or systems functional specifications efficiently. My passion towards creating a difference in people’s lives have made me a **freelance listener** who encourages people to speak out their hearts to live a happy and stress-free life. I can deliver support functions and fixing software issues without any supervision or guidance. I have proven my abilities in generating documents and defining software development plans. I am proficient in imparting all requisite techniques to meet productivity goals and high standards. Also, my effective communication and presentation skills helps in ensuring quality and consistency of service to end users.

**CORE COMPETENCIES**

* Listening
* Customer Service Excellence
* Database Administration
* Quality Assurance

**KEY ACHEIVEMENTS**

* Efficiently delivered trainings to new joiners on xPression and deducted document generation time by 90%.
* Successfully designed script for automated document generation and reduced manual hours by 70%.
* Honoured with Women empowerment award at Cognizant.
* Bestowed as Associate of the Month for delivering exemplary performance.
* Recognised multiple times by client for consistency in quality delivery.

**WORK EXPERIENCE**

**Freelance Listener- Pour\_Out\_Ur\_Heart: Dec 2019-Present**

Pour\_Out\_Ur\_Heart is an initiative aimed at people needing an emotional ventilation.

**What is it?**

* It is not a counselling or a psychological evaluation.
* No diagnosis of thoughts.
* For an hour of listening time, you will be able to speak about anything on your mind with complete confidentiality.

**Associate - Cognizant Technology Solutions: Sep 2011 – Jan 2016**

**Growth Path:**

Sep 2011 – Sep 2012: Programmer Analyst Trainee

Oct 2012 – Feb 2015: Programmer Analyst

Mar 2015 – Jan 2016: Associate

**Role: Associate | Duration: May 2014 – Jan 2016**

**Key Responsibilities:**

Preparing templates with InDesign and configuration, managing the disk space and managing inbound-outbound data on servers. Maintained project tracker to evaluate project performance. Conducting meetings periodically with on shore team and clients.

**Role: Programmer Analyst | Duration: Jan 2014 – Aug 2015**

**Key Responsibilities:**

Performed template development in EMC xPression and configuration. Arranged project necessities by analysing requests and prepared project reports.

**Role: Programmer Analyst | Duration: Jan 2012 – Dec 2013**

**Key Responsibilities:**

Performed export and import data from SQL server and front-line code analyses for various development divisions. Created Unit testing and Integration test documents. Provided assistance in database backup, restoring, designing and maintenance and developed SQL queries in efficient manner.

**TECHNICAL SKILLS:**

* Microsoft Products: MS Word, Excel, Power Point, Outlook
* Content Development Tools: Adobe InDesign, EMC xPression 4.1 and 4.2, xAdmin

**PROFESSIONAL ENHANCEMENT**

* Diploma in Computer Applications.
* Diploma in Human Resources
* Effective Listening-Certification course
* Intercultural communication- Certification course
* Improving Listening Skills- Certification course
* Modern Human Resource Management- Recruitment and Selection Process- Certification Course
* Academic training in Advanced JAVA technology (3 months) at Cognizant.
* Cambridge Business English Certificate (Vantage Level).

**EDUCATION**

B. Tech (Biotechnology) from Anna University, Coimbatore, Tamil Nadu in 2011.

**Academic Highlights:**

* Awarded first and second prizes for presenting project papers.
* Qualified as Junior Research Fellow in National Level Fellowship Program supported by Indian Academy of Sciences.

**PERSONAL DETAILS**

**Date of Birth:** 24 May 1990

**Visa Type:** Spouse Visa (valid till 21 May 2022)

**Linguistics Skills:** English, Malayalam and Tamil (Advanced) | Hindi (Intermediate) | Japanese (Beginner).

**Nationality:** Indian