PROGRAMMER
COGNIZANT CERTIFIED
PROFESSIONAL (CCP)
EMPLOYMENT# 272655

OBJECTIVE
Dedicated, passionate Programmer with 4+ years of experience in Technical support. Re-entering the workforce after taking some time off after marriage, staying engaged with the workforce in different industries and different roles throughout non-core works.

SKILLS & ABILITIES
● Certified Software Testing Professional by International Software Testing Qualifications Board (ISTQB)
● Cognizant Certified Professional (CCP).

VITALS
International City,
Dubai. UAE.
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WhatsApp +91-9600351511

E preethibtechit@gmail.com

EXPERIENCE

COGNIZANT TECHNOLOGIES SOLUTIONS, CHENNAI, INDIA
FEB 2011 – APRIL 2015
Worked as a "PROGRAMMER" in the software development on LMS Platform.

KEY RESPONSIBILITIES:

Technical Support

1. **Project : AUTODESK – BIOSCIENCE DIVISION**

    Client : Autodesk, Inc. is an American multinational software corporation

    Platform : SABA CLOUD Version: 7.1

Level 2 Support:

● Analyze the tickets raised by the LMS Users

● Communicating and Validating the user tickets

● Close the tickets by configuring the LMS

● Managing roles, permissions and access of the LMS users

● Maintenance/Deployment of the courses in the LMS.

2. **Project** : YUM BRANDS, INC.,

    Client : Yum! Brands, Inc., is an American fast food corporation

    Platform : SABA LMS Version: 6.1

Level 2 Support:

● Analyze the tickets raised by the LMS Users

● Communicating and Validating the user tickets

● Close the tickets by configuring the LMS

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- Managing roles, permissions and access of the LMS users

- Maintenance/Deployment of the courses in the LMS.

Adhoc Task:

- Gathering the requirements

- Creating Complex queries

- Generating reports based on business needs

SHELL TECHNOLOGIES, CHENNAI
JUNE 2009 TO JANUARY 2011

- Manage large amounts of inbound and outbound calls in a timely manner

- Follow communication "scripts" when handling different topics

- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives

- Seize opportunities to upsell products when they arise

- Keep records of all conversations in our call center database in a comprehensible way

- Frequently attend educational seminars to improve knowledge and performance level

- Meet personal/team qualitative and quantitative targets

EDUCATION

ANNA UNIVERSITY, CHENNAI, INDIA.
- **B.Tech (IT) (Bachelor of Information Technology)** From 2005-2009

- **CERTIFICATION** from International Software Testing Qualifications Board (ISTQB)

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COMMUNICATION

- Hardware: IBM PC Pentium-based

- Operating Systems: Windows NT 4.0, Windows 10.

- Databases and Tools: MS SQL Server, Eclipses, Oracle 10g

- Language: HTML, Java, JavaScript, XML, CSS.

- Learning Management Systems: SABA

- e-Learning Standards: AICC / SCORM

- Ticketing System: BMC Remedy (Ticket management tool), PLM.