



CONTACT INFO



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LANGUAGES

- English: Fluent
- Hindi: Fluent
- Kannada: Fluent
- Tulu: Fluent

TECHNICAL SKILLS

- Informatica PowerCenter 10.1/10.4
- Tableau, Power BI
- Airflow
- Splunk
- OpenShift
- Unix
- Oracle 11g
- SQL Server 2016
- Snowflake
- Scheduling tool like Control M
- Ticketing tools like Service now, Jira
- Office tools like Microsoft word, Microsoft Excel, Microsoft PowerPoint
- Collaboration tool like Confluence
- Languages like SQL, PLSQL, HTML, CSS, PHP, Angular Js, Java, Python, JavaScript

SWASTIKA MUKESH AMEEN

Associate Software Engineer

PROFESSIONAL SUMMARY

- Dedicated professional with 2+ years of extensive experience in the field of Information Technology.
- Experience in providing Business Intelligence solutions in Data warehousing and Decision Support Systems using Informatica.
- Worked with data analysts and developers, Business Area, and Subject Matter Experts (SME) performing development activities across all phases of project development lifecycle.
- Proven ability to establish rapport with clients and exceed company expectations.
- Team Player, Flexible, Excellent leadership qualities having excellent communication skills.

WORK EXPERIENCE

ASSOCIATE SOFTWARE ENGINEER

December 2020 – December 2022

Mphasis Limited, Bangalore, India

Roles and Responsibilities

- Worked on complete life cycle from Extraction, Transformation and Loading of data using Informatica.
- Worked in Production Support environment for Major / Small / Emergency projects, maintenance requests, bug fixes, enhancements, data changes, etc.
- Effectively communicated with clients gathering their requirements.
- Prepared reports on the business load status and communicated the same to the client.
- Engaged in multiple client/business users calls discussing about business issues.
- Ensured incidents and requests are resolved/fulfilled within agreed service levels (SLA) and workarounds are provided to minimize business impact with timely escalations to the next level of support for faster resolution.
- Assisted in the validation of patching and DR activities.
- Used Atlassian tools like Jira for issue tracking and project management purpose and used confluence for technical documentation.
- Effectively worked on Onsite and Offshore work model.

CODING INSTRUCTOR

August 2020 – December 2020

Whitehat Jr, Remote, India

Roles and Responsibilities

- Collaborated with cross-functional teams including operations, marketing, and product to drive customer satisfaction and loyalty.

SOFT SKILLS

- Communication
- Presentation
- Team Management
- Leadership
- Interpersonal skills
- Analytical, logical and problem solving

PERSONAL DETAILS

Nationality : Indian

Visa Status : Spouse Visa

- Delivered presentations and product demonstrations to prospective clients, resulting in increase in conversion rates.
- Maintained accurate records of sales activities and client interactions.
- Trained students on various technologies.
- Handled students from various countries like US, UK, India, Philippines

EDUCATION HISTORY

BACHELOR OF ENGINEERING IN COMPUTER SCIENCE

2015-2019

Shri Madhwa Vadiraja Institute of Technology and Management

Academic projects

- Developed a mini project titled '**Exploring temple**' using Web Designing technologies like HTML, CSS, JavaScript and PHP.
- Developed an IOT project titled '**Transport vigilance and Fine Automation**' using Arduino programming and developed a website for it using HTML, CSS and JavaScript.

TRAINING/CERTIFICATIONS

- Completed "Tableau Training" certification course from Simplilearn.
- Completed "Data Engineering Foundations" certification from Linked In.
- Currently pursuing "Informatica Certification" from Udemy.
- Trained on technologies like PL SQL, procedures, functions, SQL, HTML, CSS, PHP, JavaScript, jQuery, Java, J2EE, Spring Boot, Angular, Bootstrap by Mphasis Limited from December 2020 to March 2021.
- Completed Internship on "Mobile Application Development" with Zephyr Technologies & Solutions Private Limited, Mangalore, India from July 7, 2018 to August 4, 2018.
- Completed Internship on "Python" with Hewlett Packard Enterprise Delivery center, Mangalore, India from January 8, 2018 to February 8, 2018.

DECLARATION

I hereby declare that all the above details mentioned are true to the best of my knowledge.

SWASTIKA MUKESH AMEEN