THANZEEMA NR
IT SUPPORT ENGINEER

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Baniyas, Abu Dhabi

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EDUCATION:

2018: B.tech in Computer Science and Engineering (7.03)
LBS Institute of Technology for Women (University of Kerala)
2014: 12th (85%)
Govt.Girls H.S.S (Kerala state)
2012: 10th (87%)
St.Theresas Convent School (Kerala state)

TECHNICAL SKILLS:

1**) Languages**: C, C++, Java, SQL, Html
C#, Basic of Python,
CSS, JavaScript.
2**) Software**: MS office, Net Beans,
Android Studio,
Visual Studio.
3) **OS**: Windows
4) **Digital Marketing**: Google, E-mail,
YouTube, Facebook,
Instagram,
Web Developing

OBJECTIVE

Multilingual and diverse IT Support able to inspire confidence in peers, clients, and stakeholders. Offering high level of expertise in learning management system and variety of media.

WORK EXPERIENCE

SUPPORT ENGINEER (Frontend and Backend developer)

(Riviere Pure Mineral Water)
Abu Dhabi, Musaffah
(28th October 2020 to 24th February 2022))

- Responding to technical support calls from end users of computers and software applications.
- Setting up and installing new computer networks and software.
- Setting up user accounts known as patches to software applications.
- Diagnosing and fixing network problems and hardware or software faults.
- Maintaining inventories of hardware and software.
- Managing backups of servers in case of data loss.
- Keeping a record of issues and faults along with solutions for future reference.
- Technologies used: MS Sql, Visual studio,VPN, Dot net, DBMS, Python, Html, CSS, JavaScript.

SUPPORT ENGINEER (Backend developer)

(UST Global, Techno Park, KERALA, INDIA
(6th May 2019-28th August 2020))

- Experienced in backend developer and have strong Knowledge in Sql
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.
- Resolved customer issues by establishing workarounds and solution and by debugging and creating defect fixes.
- Collaborate with the client's business staff and technology
- Client satisfaction and delivery of project goals
- Collaborate heavily with core team members
- The current assignment we are hiring for does not have any travel Requirement. Future assignments could require travel up to 75% of the time
- Ability to continuously measure personal and team deliverables against scheduled commitments, effectively balancing different, competing objectives
- Technologies used: MS Sql, Visual studio,VPN, Dot net, DBMS, Python, Html, CSS, JavaScript.

SOFTWARE DEVELOPER   TRAINEE

(Be Positive Institute KERALA, INDIA)
(15th Sep 2018 - 15th Mar 2019)

- Worked with teams to complete timely tests and facilitate smooth product releases.
- Technologies used: My Sql, Visual Studio, Java Net Beans.

MAIN PROJECT

- Android application for complaint registration
- Technologies used: Java, Android studio, My Sql, PHP My Admin

MINI PROJECT

- Employee management system
- Front end and back end: oracle