

PRIYA CRASTA

Technical Support Engineer

A Challenging Assignment which requires multi task handling, innovation and with a well spread out job scope which shall also test the best of my abilities, give an all-round experience and value addition to my personality as well as significant contributions towards the respective organization.

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WORK EXPERIENCE

Senior System Administrator

Diya Systems (Glow touch Technologies) Pvt. Ltd

07/2016 - 09/2017

Mangalore

Clients: HostGator.com (July 2016 to September 2017)

- Installed SSL certificates for customers according to their specifications, ensuring secure online transactions and data protection.
- Detected and mitigated phishing and malware threats, taking prompt action to disable affected sites and fortify cybersecurity measures.
- Conducted system analysis and troubleshooting to address technical issues promptly, ensuring minimal downtime for hosted websites.
- Collaborated with cross-functional teams to enhance system efficiency and resolve complex technical challenges.
- Executed routine system updates and maintenance tasks to ensure optimal performance and security compliance.
- Maintained detailed records of system configurations and changes, contributing to a comprehensive knowledge base for future reference.
- Provided technical support to internal teams, offering insights and solutions for escalated issues related to hosting services.

Senior System Administrator

Diya Systems (Glow touch Technologies) Pvt. Ltd

11/2012 - 07/2016

Mangalore

Homestead Technologies (November 2012 to July 2016):

- Provided technical support as a Junior Systems Engineer, addressing inquiries and resolving issues related to website design, E-commerce functionality, and customer accounts.
- Conducted troubleshooting sessions to identify and rectify issues promptly, ensuring seamless functionality for clients utilizing our customized tool, Site Builder Plus.
- Assisted clients with E-commerce website challenges, offering solutions for account-related issues, domain registration, pointing, and transfers.
- Played a key role in the resolution of concerns ranging from troubleshooting email services to website design intricacies, contributing to overall customer satisfaction.
- Collaborated with the development team to communicate client feedback and enhance the functionality of the Site Builder Plus tool.
- Delivered comprehensive assistance in navigating and utilizing various features of the tool, ensuring clients could maximize the potential of their websites.



EDUCATION

Manual and Automation Testing Course

Supremo Astute Technologies

07/2021

Mangalore

Bachelor of Engineering in Computer Science

Shri Dharmasthala Manjunatheshwara Institute of Technology

05/2011

Ujire



SKILLS

Java

C

HTML

Troubleshooting

Website Design

Customer Support

Domain Management

Tool Proficiency

E-commerce Expertise

Email Services

Communication

Problem-Solving

Customer-Focused

Collaboration

Adaptability

Feedback Management

Training and Education

Documentation

Continuous Improvement



TECHNICAL SKILLS

Programming Languages:

Basic of JAVA, C, C++, HTML

Manual Testing:

Software Development Life Cycle, Software Testing Life Cycle, Defect Life Cycle

Automation Testing:

Selenium IDE, Selenium WebDriver, TestNG, AutoIt, Selenium IDE



PERSONAL DETAILS

Nationality

Indian



ACADEMIC PROJECTS

Mini Project:

- "Multi-Light" using Visual C++

Final year project:

- "Http Proxy Server Using Firewall Security" using java.

Testing Project:

- Project Name : Banking Site
- Testing Type : Automation Testing
- IDE Tool : Eclipse
- Functional Testing Tool : Selenium Web Driver and TestNG
- Frameworks : POM
- This is an online banking website, creating a channel between bank and end customers. Automation testing is done to test the following features of this website - New Customer, edit Customer, Delete customer, New & modify Account, Deposits & withdrawals, bank Statements generation, etc.



AWARDS

Our team won an award for the best support at the Global level for the year 2013 and 2014.



LANGUAGES

English



Hindi



Kannada



Konkani



Tulu

