

RESHMY PAPPACHAN

Software Engineer and Tester

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Objective

A highly motivated detail-oriented and results-oriented IT professional with over 4 years of diverse experience in system administration, software development, and network engineering. Proven ability to provide exceptional technical support, develop user-friendly applications, and maintain secure and efficient network environments. Seeking a challenging role where I can leverage my experience and contribute effectively to a dynamic team

EXPERIENCE

Deepa Medicals, India — System Administrator

August 2018 - November 2019

Tools:- MS Dynamic, MS Excel, Office 365.

Tasks:-

- Provide swift tech support, adeptly resolving hardware and software issues for system-users.
- Installed, configured, and maintained computer systems, peripherals, and software applications.
- Managed user accounts and permissions within the organization's network infrastructure.
- Conducted regular system updates and patches to ensure security and performance.'
- Documented IT procedures and created user manuals to facilitate knowledge sharing and training.

KEMPRIMO Techno Solutions, India — Software Developer

February 2016 - August 2018

Tools:- cPanel, PHP, JavaScript, CSS, HTML5

Tasks:-

- Developed websites, UI testing and backend development.
- Conducted manual testing to ensure software quality and functionality.
- Designed and built responsive and user-friendly interfaces.
- Implemented digital marketing strategies to enhance online presence.
- Utilized search engine optimization techniques to improve website visibility.
- Configured and managed captchas for enhanced security.

SKILLS

Software and functional testing, User Acceptance Testing (UAT)

Software dev processes, QA concepts.

Defect Management: Jira, Bugzilla (or similar).

Software Development Lifecycle (SDLC): Agile, Waterfall (or relevant methodologies)

Experience with web and mobile testing

Strong analytical and diagnostic skills.

Experience with MS Dynamic, MS Excel, Office 365

Knowledge of HTML, JavaScript, CSS, XPath.

LANGUAGES

English

SHRI Technologies, India — Network Engineer (Tech Support)

August 2015 - January 2016

Tasks:-

- Delivered prompt technical support for network issues, minimizing downtime for clients..
- Identified and fixed network connectivity problems, wired and wireless, using various tools.
- Optimized network devices for peak performance and security.
- Collaborated with cross-functional teams to design and implement network solutions tailored to clients' specific requirements.
- Conducted network assessments and audits to identify potential vulnerabilities and recommend security enhancements.

One Partner Group, Sweden— Terminal Worker

June 2020 - September 2020

Tasks:-

- Assembled safety masks according to established guidelines and standards
- Operated terminal equipment and machinery required for the assembly process
- Collaborated with team members to meet production targets and deadlines
- Followed safety protocols and procedures to prevent accidents and injuries

PROJECTS

Activelobby Information System Pvt Ltd — Internship

Tasks :-

- Proficient in Linux and Windows operating systems
- Experience with system administration tasks such as installation, configuration, and maintenance
- Knowledgeable in scripting languages such as Bash and PowerShell
- Familiarity with networking concepts and protocols

EDUCATION

Indira Gandhi Institute of Engineering and Technology, India— Bachelor

August 2010 - July 2014

Bachelor of Technology (B.Tech) in Computer Science & Engineering