

# RESHMY PAPPACHAN

Software Engineer and Tester

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## Objective

Detail-oriented professional with a solid background in technical support, system administration, and terminal operations. Seeking a challenging role in terminal operations where I can leverage my experience in equipment handling, safety protocols, and team collaboration to ensure efficient and safe terminal operations.

## EXPERIENCE

### 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

### Deepa Medicals, India — *System Administrator*

August 2018 - November 2019

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

Tasks:-

- Provided technical support to end-users, resolving hardware and software issues promptly and effectively.
- 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.

## SKILLS

Software and functional testing.

Software dev processes, QA concepts.

Experience with web and mobile testing

Strong analytical and diagnostic skills.

Experience with Kibana, Postman, Kafka

Knowledge of HTML, JavaScript, CSS, XPath.

## LANGUAGES

English

## **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.

## **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
- Optimized network devices for peak performance and security.
- Collaborated with cross-functional teams to design and implement network solutions tailored to clients' specific requirements.

## **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