

Abdur Razzaq Shaik



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EDUCATION

BTech - Computer Science & Engineering
Siddharth Institute of Engineering & Technology, Puttur

07/2016 - 09/2020

7.79

Intermediate - MPC

Narayana Srichaitanya Junior College, Tirupati

06/2014 - 04/2016

8.64

SSC

Pratibha Vidyalaya English Medium High School

06/2013 - 04/2014

9.5

WORK EXPERIENCE

Associate Software Engineer
Tech Mahindra

08/2021 - Present

Hyderabad, India

I have a total of 12 months of experience and I have worked in service now ticketing tool, IAM, ITIL, OKTA, 24*7 Operational support, Customer Support, and Application Support. I have worked for US Client Planned Parenthood Federation of America (PPFA). Coordinated with Level 1 technical support specialists to take over calls outside their level of support. Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length. Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket. Supported customers with basic technical support for current and past software releases. Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technical support

Internship
Tech Mahindra

07/2021 - 08/2021

Hyderabad, India

Gained practical experience by self-upskilling as per the project skills. Completed project assignments and attended project meetings on time. Learned project shadowing.

TECHNICAL SKILLS

C

Java

C++

Data Structures

SQL

HTML

CSS

Computer Networking

Service Now Ticketing Tool

IAM

ITIL

Customer Support & Application Support

ACADEMIC PROJECTS

Prediction of Employees Performance Using Data Mining (01/2020 - 04/2020)

- Role: Java Server Coding

CERTIFICATES

Certificate of Participation for online webinar on "Googling Google", organized by SBM Polytechnic college, Mumbai.

Certificate of Participation for "Kaizen IOT Workshop" conducted at IIT Madras Research Park, Chennai.

Certificate of Participation for 2-day National Expo and Workshop on "Data Science" conducted by the Data Analytics Research Center Department of Information Technology, Sree Vidyanikethan Engineering college.

Certificate of Participation for "Ethical Hacking Workshop" conducted by Kyrion Technologies Pvt. Ltd at IIT, Hyderabad.

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Telugu

Native or Bilingual Proficiency