JENCY SONA R

Email Id: jencysona@gmail.com

Contact: +91 9750266052

**Professional Summary :**

 An experienced **Application Development Analyst** with 3+ years of experience familiar with problem solving, critical thinking skills as well as a meticulous tester to support clients. Advanced knowledge of IT Operations and dedication to solve issues achieving high customer satisfaction. Skilled in tackling problems in unique ways to develop innovative solutions. Pursuing new professional challenges with a growth-oriented company.

 **Skills :**

* **Java/C/C++,Python, DBMS, SE**
* **Designing Test Cases,Sripts**
* **UAT,SIT,Migration, Testing.**
* **Salesforce Administration-Cloud**
* **Manual and Selenium Testing**
* **Defect Reporting and solving**
* **Microsoft SQL Server-SSMS**
* **Executing**
* **Patience and Diligent**
* **Smart Work**
* **Excellent Communication skills**

**Work Experience :**

Software Engineer trained in Software Testing,Microsoft SQL Server,DB and Salesforce Cloud Platforms(trained and worked) for (Johnson and Johnson,Campbells-offshore clients and in an Internal projects within Accenture, P&G,MARS ,Pepsi,ETC), at ACCENTURE since 04/2018.

* Outbound clients by maintaining a positive rapport.
* Maintain composure and patience in face of difficult situations and explain protocols evidently and efficiently with Quality Assurance.
* Helping clients in understanding the tool easily.
* Defect tracking and resolving.
* Managing things on my own on difficult situations.

**Educational qualification :**

Bachelor of Technology – Information Technology (2018) -79% - Sri Krishna College of Engineering and Technology-Affiliated to Anna University,Tamil Nadu,India

**Projects:**

1.Johnson & Johnson

2.P&G

3.Mars

4.Campbells

5.Pepsi,Etc

**Work done:**

* Handled E2E testing with quality of work like creating scenarios for modules, executed and have written scripts for each step.
* Raised defects and handled on my own.
* Worked on Queries related to night jobs servers in SSMS
* Maintained a good attitude and have been punctual in everything I do.
* Worked on Salesforce Cloud platforms.
* Always looked up on to my project deliverables am providing with at most care and diligent.
* Fulfilled all the activities given to me on time and with the best I can do.
* Delivered the tasks with quality and at the right time.
* Have monitored the servers thoroughly in any case of backend issues in the application.
* Given the correct datas required to resolve the defects.
* Always been available for taking over certain tasks and helped for those who needed my support.

**Projects of my own in my UG:**

**1.Online Doctor Consultancy**

**2.Security Application**

**Workshop**

* Attended workshop on “CYBER SECURITY”
* Attended workshop on “NETWORKING”

**Implant Training**

* Attended implant training on ‘HARDWARE AND NETWORKING,ETHICAL HACKING,CLOUD COMPUTING,EMBEDDED SYSTEMS,ROBOTICS,ANDROID,HR and SOFTWARE PLATFORMS’ in HCL CAREER DEVELOPMENT CENTRE,Chennai.
* Attended implant training on “NETWORKING AND FUNDAMENTALS OF TELECOM TRAINING” in BSNL office.

**Certifications:**

* Took Salesforce Administration ADM 201 Certification exam and Cloud trainings conducted by Accenture and got Certifications.
* Certified SFPC-SCRUM FOUNDATIONAL PROFESSIONAL CERTIFICATE by CertiProf Educational Management on April 2021.
* Participated in programming languages(C,C++,Java) assessments conducted by “Spoken Tutorials,IIT Bombay”.
* Got “COUNCIL OF EUROPE LEVEL A2” in CAMBRIDGE ENGLISH ENTRY LEVEL CERTIFICATE in ESOL INTERNATIONAL.

**Personal Details**

 Nationality : Indian

 Languages Known : English,Tamil,Hindi

 Interest : Kathak Dancer,Watching American Series,Solving puzzles, Reading novels, Gardening,Listening to music

 Strength : Leadership, Confidence, Adaptability

 Date of Birth : March 10,1997