Suyasha Vardhan

Software Support Engineer

Short and engaging pitch about yourself.

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Bengaluru, India 📍

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WORK EXPERIENCE

Software Support Engineer
Amazon

12/2020 - Present   *Bangalore*

Achievements/Tasks

- Working for IN Seller Registration team that is responsible for onboarding of sellers, product listings and registrations of sellers on various Amazon services.
- Responsible for monitoring application support queue, resolving issues within the SLA, analysing and fixing root causes and reducing the ticket load by 50%
- Worked on migration of applications from one service to another, making code changes, providing QA Support and testing changes on all environments.
- Collaborated with peers to design and develop HLD for an upcoming complex tier-1 service, responsible for writing code, onboarding applications to the service, configured alarms and monitors to keep track of escalations and single-handedly managed all the deployments.
- Worked as an individual contributor on automation of multiple processes, developed applications and delivered successful results.

Application Developer
IBM India

02/2018 - 10/2019

Developed applications in Java, Python

Responsibilities

- Designed and Developed applications using Java and Spring for shipment and inventory management for the client.
- Developed, created, tested and updated custom JDE applications (batch and interactive) and interfaces. Involved in Writing, Debugging and Troubleshooting Applications.
- Performed Unit Testing, System Integration Testing and Optimization of already developed code. Modified custom objects based on new business requirements.
- Provided Go Live Support. Trained and mentored Graduate Hires in the organization.

EDUCATION

B.Tech in Electronics and Telecommunication
KIIT University

2013 - 2017   *6.91*

CBSE - AISSCE
DPS, Bhilai

2013   *73.8*

CBSE - AISSE
DPS, Bhilai

2011   *10*

SKILLS

Web: HTML 5   ● ● ● ○

Languages: Core Java, JavaScript   ● ● ● ●

Databases: SQL, PL/SQL   ● ● ● ●

OS: UNIX, Linux (Ubuntu), Windows   ● ● ● ●

Frameworks: Spring Boot   ● ● ● ○

Code Version Tools: Git   ● ● ● ●

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

ACHIEVEMENTS AND INTERESTS

1. Young Achiever Award for exemplary performance in Quarter 1 at IBM (2019).

2. Received awards for various oratory competitions such as MUNs and Debates both in college and school.

3. Working for an NGO called 'ACCESS' which takes care of the Social, Emotional, Physical, and Cognitive development of less fortunate children through a wide range of care options & prepares them to be productive adults.