

KALPANA RAJGOPALAN KANCHI

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OBJECTIVE

Quest to work in a professional atmosphere that enables me to cope up with the emerging as well as the latest technology and which gives me the scope of widening the spectrum of my knowledge.

SUMMARY

- Installation and setups of various software's (Database, web applications), on various environments
- Ability to understand, analyze and determine needs of an organization.
- Team player with strong collaborative & communication skills, Initiator and ability to take additional responsibility towards end results.
- Hands on implementation skills on various technologies.
- Excellent Technology adaptability.

TECHNICAL SKILLS

- **Development and database tools:** C, C++, Java (J2SE), VB 6.0, SQL, PL/SQL.
- **Web Technologies:** JSP, Servlet, HTML and DHTML.
- **RDBMS:** Oracle 11g/12c and MS Access.
- **Other Tech exposure:** Blender 2.79/8, RPA- UiPath, Python

EXPERIENCE

InfoSaga Systems | Technical Associate

- Deployment and Configuration of Oracle and web Server.
- Interact with end users for understanding the requirements.
- Document requirement during Requirement Analysis phase and prepare Technical Reports specifications.
- Work with product implementation teams to deploy the application and database in high availability disaster recovery environments on cloud platforms (AWS, Azure) along with Cloud teams. Worked on Virtualization
- Scheduled backup and maintain on-site databases, data archival and maintenance.
- Worked with development teams to identify and implement database

- Teaching candidates on technical skills -DBMS (SQL and Oracle 9i), Spreadsheet, Word Processing, Windows.
- Prepare execute lesson plans, assigning tasks, and evaluating student work and progress.
- Develop course syllabus, assess, supervise, and motivate students
- Observing and managing classroom dynamics. Invigilating and grading projects, quizzes, and examinations.
- Tracking and communicating students' advancement throughout the course.

- Troubleshooting of multiple network issues faced by employees and providing help to configure their laptops and setting passwords.
- Working with different team to resolve the issues and find corrective solutions.
- Managed issues and escalation to right authorities and project timelines
- Mentored team to handle challenges and issues, balancing the workload task.

- Overseeing troubleshooting of multiple network products like routers, expanders, access points mainly CISCO LinkSys products.
- Working with different team to resolve the issues and find corrective solutions.
- Managed issues and escalation to right authorities and project timelines
- Mentored team to handle challenges and issues, balancing the workload task.

- Competently setup and Config antivirus software.
- Giving the new products information to the customer in antivirus tool and its release.
- Resolve problems raised by customer with respect to installation and provide support functions
- Maintaining and monitoring the issue tracker register and management of it.
- Involved in attending calls (inbound as well as outbound)
- Supported team members for various activities and provided input on the performance of project team members

EDUCATION

- Master of Computer Application (MCA) from National Institute of Technology (NIT) affiliated to Pt. Ravi Shanker Shukla University, Raipur (C.G.) 2007
- B.Sc. (PCM) from Govt. College of Science, Raipur (C.G.) affiliated to Pt. Ravi Shankar Shukla University, Raipur (C.G.) 2004

WORKSHOPS/TRAINING PROGRAMS ATTENDED

- **Cloud computing understanding and AWS training with hands-on (5 months)**
- **Agile Training**