

## SILKITA CHAUHAN

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### SUMMARY OF QUALIFICATIONS

- Excellent knowledge of **SDLC (Software Development Life Cycle)**.
- Highly proficient with **MS Office suite** (Excel, Word, PowerPoint, and Outlook).
- Excellent **organizational, analytical and problem-solving skills** and **ability to quickly learn new technologies**.
- Experience in **monitoring** highly sensitive databases and servers using **IBM Guardium tool**.
- Over 20 months of experience in **internal and external client support**.
- Experience in **managing and training** new Employees.
- Strong working knowledge on **databases** such as Oracle and MS SQL server.
- Experience in **Agile/Scrum Methodology and ITSM/SmartSMP** ticketing tool.
- Experience in **Customer communication** and proven ability to **manage teams**.
- Strong **communication, interpersonal and teamwork skills**.

### EDUCATION

<b>Master of Applied Computing</b> University of Windsor, Windsor, Ontario	Sep2018 -Dec2019
<b>Bachelor of Technology</b> Manav Rachna International University, Faridabad, India	Jul2012-Jul2016

### TECHNICAL SKILLS

**Programming Languages and libraries:** Python, C++, Java, C, C#

**Database Systems:** MySQL

**Operating Systems:** Linux, OS X, UNIX, Windows

**Cloud Computing:** IBM Bluemix

**Software Applications:** Microsoft Office, Adobe Photoshop, Gliffy

**Testing Technologies:** Junit, Selenium

**Monitoring tools:** IBM Guardium tool for Database activity monitoring

**Ticketing tools:** ITSM, SmartSMP, ServiceNow

**Data Visualisation tools:** Tableau, PowerBi

### RELEVANT EXPERIENCE

<b>Technical System Analyst Intern</b> (RBC, Canada)	Sep2019-Dec2019
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**Technology:** IBM Guardium, database

- Responsible for monitoring database servers within RBC all over the world.
- Created policies for individual appliances as well as groups to monitor unusual behaviour and/or outliers/anomalies.
- Created alerts and reports for various applications within RBC for monitoring.

<b>Assistant Engineer</b> (Ericsson Global India Ltd)	Sep2016-May2018
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**Technology:** Linux, OS X

- Responsible for **Phone and email communication with clients and managers**.
- Responsible for arranging **meetings** and **team trainings**.
- Took remote and worked on user's machine and resolved Linux machine issues.
- Created packages and pushed to repository for MAC users.

<b>Java Developer Intern</b> (Steria India Ltd)	Jan2016-Jun2016
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**Technology:** Java (NetBeans), MySQL

- Developed front end for the job scheduler and integrated it with the database.
- Worked with different teams and applied various **SDLC models** to achieve the goal.
- Generated **reports** and documented the **meetings** held.

### PROJECTS

<b>Malware Detector (University of Windsor)</b>	May-Jul2019
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**Technology:** Python, NumPy, Panda

- Explored the dataset and from the extracted features of the PE files applied different feature selection methods to select the most suitable features to build the malware detector.
- After building the model, tested the detector using additional PE files.

**Webcam Motion detector (University of Windsor)**

Jan-May2019

**Technology:** Python, PyCharm

- Created a basic motion detector using python libraries (Panda, NumPy, bokeh)
- Detects moving objects, converts it into grayscale and threshold images and stores in the database while plotting graphs.

**ENVOY RENTALS (University of Windsor)**

Oct-Dec2018

**Technology:** Android studio, Java, Firebase

- Created a house rental application and integrated it with firebase database to incorporate chatting system.
- Organised scrum meetings and followed the agile-scrum model.

**SEARCH ENGINE (University of Windsor)**

Oct-Dec2018

**Technology:** Java, Eclipse, html

Created a basic search engine to do Regex pattern matching, searching and Trie.

**ABCD PROJECT (Ericsson Global India Ltd)**

Jan-May2017

**Technology:** C++, MySQL

- Created an automated ticketing tool for the technical support for MBNL team.
- Organised meetings and worked with testing team.

**JOB SCHEDULER (Steria India Ltd)**

Jan-Jun2016

**Technology:** Java, MySQL

- Created a job scheduler which takes care of the backend processes and tells the system about which jobs to perform.
- Worked with 6 teams and collaborated with database team to work on the whole project.

**ADDITIONAL TECHNICAL TRAINING/CERTIFICATES**

- Python programming essentials Jul2019
- Communications within teams May2019
- Selenium Testing Fundamentals May2019
- Communication Fundamentals May2019
- Business Analysis Fundamentals May2019
- IBM, Blue Mix Platform (Issued by IBM), Certificate Nov2018
- Linux training on fundamentals and troubleshooting methods. Aug2017