

Thanvi Yasmin

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Skills

ADMINISTRATIVE OPERATIONS

INCIDENT MANAGEMENT
PROBLEM SOLVING
TUNE MANAGEMENT
REPORT GENERATION
DATABASE TOOLS PROFICIENCY
COMPUTER SKILLS
OFFICE ORGANIZATION AND EFFICIENCY

Education

BACHELOR OF TECHNOLOGY - IT
Kerala Technological University | 2017 - 2021

HIGHER SECONDARY - COMPUTER SCIENCE
Govt. of Kerala | 2015 - 2017

Work Experience

TATA CONSULTANCY SERVICES - CAMPUS PLACEMENT 2021 - PRESENT

Javascript, Node.js, React.js, HTML, CSS, jQuery, Ajax, MySQL, Unit Testing

- **Administrative Officer | Incident Management Specialist**
 - **Incident Management:**
 - Acted as the primary contact for incident management on the Walmart ServiceNow portal, efficiently handling over 33 incidents quarterly.
 - Established direct communication with business stakeholders, promptly resolving issues to minimize operational impact.
 - **CI/CD Enhancement for Applications:**
 - Improved code coverage by 80% and enhanced efficiency in application development through active participation in Continuous Integration/Continuous Deployment (CI/CD) processes.
 - **Report Generation and Database Management:**
 - Produced diverse administrative reports tailored to business needs using SQL queries for efficient data extraction.
 - Demonstrated proficiency in database tools such as DBeaver and QMFWin.
 - **Adherence to SLAs and Proactive Problem-Solving:**
 - Consistently met Service Level Agreements (SLA) for administrative stories, embracing new challenges to meet sprint goals.
 - **Direct Business Interaction:**
 - Established and maintained direct communication with business stakeholders, ensuring smooth administrative operations and issue resolution.
 - **Elevated Wings I Program:**
 - Successfully completed the Elevated Wings I program, acquiring advanced administrative skills, including effective articulation, communication, and problem-solving.

INTERNSHIP STUDENT AT SYSBREEZE TECHNOLOGIES - CALICUT JULY 2018

- Supported web applications and web sites through database development.
- Created an online book store
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.

Publications

Title: MYHOME-AN ANDROID APPLICATION FOR MANAGING HOME CONSTRUCTION
Journal: International Journal of Computer Research and Technology(IJCRT)
Date: 05-May-2021
Co-Authors: Noorma Nafeesath K.V, Rafa K.A, Fathimathu Sana.