



## RESHMA NIVIN

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### SUMMARY OF QUALIFICATIONS

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**Acquired Bachelor of Computer Science and Engineering with a CGPA of 8 out of 10**

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### ACADEMIC ACHIEVEMENTS & AWARDS

- Attended implant training in the Computer Services of Fertilizers and Chemicals Travancore Limited (FACT, A government of India Enterprise).
- **Top scorer in English speaking conducted** by BULATS (Business Language Testing Service).
- An **IELTS General** Score of **band 7** with a speaking score of 6.5.
- An **IELTS Academic** Score of **band 7.5** with a speaking score of 7.5.
- Pursued a course on **VB.NET** at **NIIT,India**.
- Pursued a short term course on **ASP.NET** by HCL Technologies at Info Institute of Engineering.

### PROFESSIONAL SKILLS & KNOWLEDGE ACQUIRED THROUGH EDUCATION

- **Programming languages** : Basic C, C++, VB.NET
- **Application Packages** : Microsoft Office 2007, Microsoft Access 2007
- **Designing software** : HTML, VbScript., CSS

### EMPLOYMENT EXPERIENCE

**HEWLETT PACKARD**, Bangalore, Karnataka  
**Technical Support Engineer**

**16<sup>th</sup> April 2013 to 27<sup>th</sup> March 2014**

#### ***Key Responsibilities***

- *Successfully resolve technical issues related to hardware and software from incoming client contacts and proactive notification systems.*
- *Work remotely via telephone, email, e-chat, and ticketing system to respond to first-level technical issues.*
- *Respond to service, product, technical, and client relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on client entitlement.*
- *Collaborate across teams to resolve issues and help reproduce issues in lab environment.*

- *Experience with troubleshooting in a technical environment.*
- *Excellent analytical and problem-solving skills.*
- *Advanced proficiency with case management databases and tools.*
- *Phone and remote support experience.*
- *E-support experience.*

**INDIAN SPACE RESEARCH ORGANIZATION, Trivandrum, Kerala**  
**2015**

**12th May 2014 to 11th May**

## **Graduate Engineer Trainee**

### **Key Responsibilities**

- *Assisting the Scientists in analyzing and checking the flight parameters.*
- *Developing programs with Matlab and Simulink Software.*
- *Familiarization with Arduino Microcontroller and its programming.*
- *Interfacing Arduino with Matlab programming.*
- *Developing customizable and programmable robots with Lego Mindstorm Software.*
- *Analysis and editing the parameters of different stages of GSLV D6, GSLV LVM3-X and PSLV-C29.*

## **EDUCATION**

### **Degree**

**INFO INSTITUTE OF ENGINEERING, Coimbatore, Tamil Nadu**

**2008 to 2012**

B.E Computer Science and Engineering

- **GPA - 8 out of 10**

### **Higher Secondary Education**

**BHAVANS VIDYA MANDIR IRINJALAKUDA, Irinjalakuda, Kerala**

**2007 to 2008**

Computer Science Major

- **Percentage – 75.4**

### **Secondary School**

**INTERNATIONAL INDIAN SCHOOL, DAMMAM, KSA**

**2005 to 2006**

- **Percentage – 86.2**

### **EXTRA CURRICULAR ACTIVITIES**

- Worked as **the Rotaract club** member of Info Institute of Engineering, Coimbatore.
- Participated in various Singing and Dancing Competitions held at College Fest.
- Worked as the Executive member of Computer Science and Engineering Department, Info.

### **PERSONAL DETAILS**

GENDER	:	Female	
NATIONALITY	:	Indian	
DATE OF BIRTH	:	19-11-1990	AGE : 24
LANGUAGES KNOWN	:	English, Malayalam, Hindi, and Tamil	
HOBBIES	:	Internet Surfing, Reading, Anchoring, Choreographing Dance.	
PERSONAL SKILLS	:	Adaptive, Motivator, Good Communicating Skills.	
MARITAL STATUS	:	MARRIED	
SPOUSE NAME	:	NIVIN JOSE	
SPOUSE DESIGNATION	:	Sales and Service Engineer, Muscat	
PASSPORT	:	Yes	
PASSPORT NO	:	M9435409	
PASSPORT VALIDITY	:	21-06-2025	

### **DECLARATION**

I do hereby confirm that the information given above is true to the best of my knowledge.

Name: Reshma Nivin

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**REFERENCES ARE AVAILABLE UPON REQUEST**

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