

Shubhrika Agarwal

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SUMMARY

Tech-savvy professional with 4.9 years of experience in computer applications and project management. Eager to leverage my technical expertise to support digital initiatives and improve operational efficiency.

SKILLS

- Front-end developer (HTML, CSS, Java Script, React)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Linux Server Administration
- Tools: GitHub, Chrome DevTools, VS Code, Wireshark, PuTTY, SoapUI

EDUCATION

- Master of Computer Application, Banasthali University, 2012 | 69.37%
- B.Sc. Home Science, Banasthali University, 2009 | 78.41%
- 12th Grade, Aligarh Muslim University, 2006 | 55.00%
- 10th Grade, St. Fidelis School, 2004 | 77.60%

CERTIFICATIONS

- Linux Essentials Certification (Linux Professional Institute)
- LPIC-1 Linux Server Professional Certification Exam 101-400

WORK EXPERIENCE

1. Young Professional, National Career Service Project, Ministry of Labour & Employment, Government of India

Duration: 6 months

- Facilitated the smooth and efficient operation of the Itanagar Model Career Center/Employment Exchange, Arunachal Pradesh.
- Supported the implementation of employment services and career counselling programs under the National Career Service project.
- Developed reports and documentation to track project progress and outcomes.
- Coordinated with stakeholders to enhance the reach and impact of career services in the region.

2. Solution Integrator, Ericsson India Global Services Private Limited

Duration: 4.3 years

- Prepared detailed Low-Level Design, Method of Procedure (MOP), and Acceptance Test documents for Ericsson Charging System nodes.
- Led the installation, integration, business configuration, and functional testing of Ericsson charging nodes.
- Customized Ericsson Customer Management System (ECMS) web portal. Provided support for ECMS portal integration with customer web portals using WSDL (Web Services Description Language).
- Developed and executed User Acceptance Testing (UAT) cases, ensuring successful final acceptance.
- Managed customer interactions, building and maintaining relationships while addressing their technical needs.
- Oversaw software upgrade processes for charging system nodes, ensuring seamless operation.
- Conducted troubleshooting and trace analysis to identify and resolve issues, implementing effective solutions.

Key Projects:

- ***Charging for AT-LTE Prepaid Subscribers, Algeria:*** Led real-time rating for mobile data services, ensuring successful implementation onsite in Algeria.
- ***Vodafone Service Equivalence Project:*** Migrated prepaid subscribers from MINSAT system to ECMS 4.1 for Vodafone, with project locations in Pune and Mumbai.
- ***Vodafone India NSN-IN Swap Project:*** Managed the migration of prepaid services from NSN IN to Ericsson IN, with project locations in Mohali and Lucknow.
- ***Charging System Modernization, Chile:*** Replaced the existing MINSAT system for Claro's prepaid subscribers, leading onsite efforts in Chile.

ACHIEVEMENTS

- Best Performer Award for Onsite Project Management (AT-LTE, Algeria, and Vodafone, India)