

Sabana Jasmin [Technical Lead]

Mobile: +966 56 834 6323 | Email: Sabanajasmin97@gmail.com | Location: Riyadh, Saudi Arabia

Objective

Overall 5+ years' Experience on Application Support. Looking for a promising and challenging career which will enable me to provide the best of my technical, analytical and professional skills. A career which can sharpen my current skills and knowledge and where I can have good scope for learning and implementing new technologies.

PROFESSIONAL SUMMARY

- Experienced on User issues handling, Troubleshooting and fixing application issues in Application in user machines.
- Experienced on P2 **SNOW ticket** and many P3 tickets without SLA Breach.
- Experienced on application functionality testing , Monitoring logs and health check
- Experienced on Run SQL queries in **SQL & Oracle DB** to take the previous date policies for Genius report in corporate solutions on daily basis
- Experienced on **XML** from share path and opened with the **Visual Studio**. Checked the xml errors and corrected it. Experienced on **ITIL Process & Incident Management**.
- Collaborated with the team members for knowledge transfer , feeding and the new update in the health checks, if any

PROFESSIONAL Experience

Company: Cognizant Technology Solutions [Technical Lead] [*OCT 2020* – Aug 2025]

PROJECT: CHUBB ACE – XCEL

DOMAIN: INSURANCE

ROLES & RESPONSIBILITIES:

- Corporate **ACE solutions** application functionality testing.
- **ACES application** functionality testing, Monitoring logs and health check related mails
- User issues handling, Troubleshooting and fixing application issues in Xcelerate Application in user machines.
- Run the SQL queries in **SQL DB** for **CRS report** in Westchester solutions on daily basis
- Have worked on P2 **SNOW ticket** and many P3 tickets without SLA Breach.
- Worked with multiple resolver teams for Incident management
- Worked on the feeding Automation tool for the genius policy tickets and feed the policies through automation tool
- Then feed the xml manually through automation tool web application.
- I have sent the business mail daily for the feeding task, since I'm one of the main resources for corporate application.
- Reporting the 3 applications status to the respective L2 team and the client through business mail..
- Created and updated the new SOP in share path for the Xcelerate application.
- Have done the month end report on time and sent it to the business without time delay for ACE Solutions.
- Provided good ticket closure in the closure week for both ace solutions recon tickets and the Xcelerate

Company: Embien Technologies [VLSI Design Engineer] [2018–2019]

PROJECT: Altera

ROLES & RESPONSIBILITIES

- Worked in **Altera** and **Xilinx** development boards.
- Excellent in Altera Quartus II Software and Xilinx Vivado and other **fpga** software development kits.
- Prepared and implemented the design diagram according to the client’s needs.
- Prepared the design document for the organization.
- Testing in **Altera** and **Xilinx** development boards.

Supported Applications:

- **ACE solutions /ACES application**
- **Xcelerate Application**
- **Genius application**
- **Service Now (SNOW)**
- **Automation tool for feeding**
- **Oracle Sql Developer**
- **VMware Server**

Skills:

- **Application Support & Troubleshooting**
- **ITIL Process & Incident Management**
- **SQL Database Management**
- **Service Desk & Ticketing Tools(Service Now)**
- **Problem Solving & End User Communication**
- **Windows Application**
- **XML code**

Education:

- Mepco Schlenk Engineering College, [B.E] Sivakasi. [2015 – 2018]
- V.S.V.N. Polytechnic College, [D.E.C.E] Virudhunagar.[2012 – 2015]

Personal Details:

Contact	+966 56 834 6323
Email Address	Sabanajasmin97@gmail.com
Gender/Date of Birth	Female / 1 st December 1997
Marital Status	Married