



# PRINCE KUMAR

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📍 AL Bayan Building, Sharjah

## PERSONAL DETAILS

Date of Birth: 18/12/2000

Gender: Male

Marital Status: Single

Visa Status: Visit Visa Valid  
till 30 June 2024

## SKILLS

- Unix Shell Scripting
- Python
- Scheduling
- Ticket Management
- Technical Support
- Incident Management
- Troubleshooting
- IBM TWS
- HTML, CSS
- Django
- HP UCMDB
- Jira

## SUMMARY

Capable Support Engineer experienced in helping users correct problems with computer systems, mobile devices and peripheral equipment. Knowledgeable about usability and security concerns. Comfortable working alone to successfully investigate and troubleshoot problems.

## WORK EXPERIENCE

Sept 2022-July 2023

ST Microelectronics PVT LTD, Greater Noida, India

### Support Engineer

- Support Engineer in the Application Administration Services Team [L2 Team]
- Managing all the applications and the servers of the ST both internal and external.
- Scheduling of the scripts in IBM TWS – creating new schedules, modification of previous schedules and troubleshooting.
- Creation and management of Reports in BMC Helix Smart Reporting.
- Managed the alerts that got triggered due to some issue using HP-OMI Application
- Modelling of Applications with their respective servers using HP-UCMDB Application.
- Housekeeping of servers if the FS usage reaches the threshold limit.
- Deployment of war files to bring the changes or to fix bugs.
- Resolved customer inquiries in a timely manner by utilizing problem-solving skills.
- Creation and management of the scripts to ensure jobs run on time.

## EDUCATION

DAV Institute of engineering and technology, Jalandhar

**Bachelor of Technology:** Computer Science And Engineering | 8.14 CGPA

2020-2023

Mehr Chand Polytechnic College

**Diploma:** Computer Science And Engineering | 81%

2017-2020

## PROJECTS

### BMC HELIX SMART REPORTING

- We Created and managed reports for tracking the efforts, tickets, future tasks assigned to a person and the number of days took by a person to complete a particular work

### FOREST FIRE PREDICTION MODEL

- Using ML Algorithm Random Forest Regressor we created a model which helps us to detect the possibility of a forest fire occurring at a particular place using different input values such as latitudes and longitudes.

## ACTIVITIES AND HONORS

- Active Participant in different types of sports
- Secured second and third position in volleyball and basketball competition.
- Received numerous recognition certificates for participation in tech fest.
- Won first and second prize in quiz consecutively for 2 years in college.

## ACCOMPLISHMENTS

- Cleared HCIA AI exam conducted by HUAWEI.
- Earned Google Cloud Skill badges from Google Cloud training.
- Successfully Organized photography competition which held virtually during Covid-19.

## LANGUAGES

English      Punjabi      Hindi