

Richa Srivastava

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EDUCATION

MANIPAL UNIVERSITY

BACHELORS OF ARTS

October'24 - Present | Sikkim, India
(Online)

SHERIDAN INSTITUTE OF TECHNOLOGY & ADVANCED LEARNING

3-YEAR ADVANCED DIPLOMA IN COMPUTER SYSTEM TECHNOLOGY

GPA: 3.5/4

Sep'17 - Dec'20 | Ontario, Canada

St. MARIA GORETTI INTER COLLEGE

SENIOR SECONDARY HIGH SCHOOL

C.G.P.A: 8

HIGH SCHOOL

C.G.P.A: 9.32

Apr'04 - Apr'16 | Bareilly, India

PROFILE

Linkedin:// [Richa Srivastava](#)

Github:// [Richa Srivastava](#)

Website:// [Richa Srivastava](#)

COURSEWORK

ADVANCED DIPLOMA

Web Programming

Enterprise Java Development

Project Management using PMP

Computer & Network Security

Applied Operating System

Windows, Linux, MacOS

Agile Methodologies

Systems Analysis

Web Services Using .NET & C#

Big Data Storage Management (Hadoop)

SDLC Models

ACHIEVEMENTS | MISC.

- Promoted to a **Subject Matter Expert** in Transcom from a group of 200 team members
- Awarded an **Honorable Mention** in the **SDNE Capstone Competition** for a project developed in partnership with Sheridan EDGE.
- **Nominated for Best Capstone Project** by the Faculty of Software Development and Network Engineering.
- Awarded **Most Responsible Cultural Secretary** in Senior Secondary High School.

EXPERIENCE

TRANSCOM | TECHNICAL SUPPORT REPRESENTATIVE

June 2021 – June 2024 | Ontario, Canada

- Promoted to a **Senior Tier 2 Technical Advisor** and coached as well as trained Tier 1 Advisors.
- Facilitated **conflict resolution** and offered comprehensive support for business systems, networks and internet-related issues, addressing user challenges promptly.
- Maintained and organised a detailed log of problems and solutions for reference by fellow technical support analysts.

TREASURY BOARD SECRETARIAT, GOVERNMENT OF ONTARIO | SERVICE ANALYST (INTERN- 4 MONTHS)

Sep 2019 – Dec 2019 | Ontario, Canada

- Developed an **Award Tracking System** for Project Award Nominations.
- Contributed to the version upgrade of **Planview Cloud Software**, collaborating with a **Scrum Master** and utilizing ProjectPlace for workflow management.

PROJECTS

CAPSTONE PROJECT | QUEUE BUDDY | [LINK](#)

- Acted as the **Project Manager & Developer** in the team.
- Developed an SMS/Web application using **Java Spring Boot API & Wix Website Builder** to form a scalable virtual line system.
- Development tracking through **Agile Methodology and Jira**.
- Launch in the production environment using **AWS Elastic Beanstalk** with appropriate SSL Certificate.

ANDROID APPLICATION DEVELOPMENT | WORKOUT JOURNAL | [LINK](#)

- Designed an App to help users track their workout history.
- Worked with **Firebase's Realtime Database and Android Studio**
- Used **Kotlin** Programming Language

J-HIPSTER PROJECT | [LINK](#)

- Developed a **Monolithic Application** showing the relationship between Authors and Books.
- Used **Local Installation with NPM, Docker Automated Build** and local host to run the project.
- Worked with the entity sub-generator creating database tables automatically like **JPA Entity, Spring Data JPA repository, Spring MVC REST Controller with CRUD operations, Angular router and HTML view**.

SKILLS

ORGANISATIONAL - •Communication Skills •Time Management •Independent & Collaborative Worker •Interpersonal Skills •Cooperative & Organized.

TECHNICAL - • Diagnosing & debugging • Resolving network connectivity & User access problems. • Databases such as: SQL, Microsoft SQL Server, MongoDB UML, MS SQL Server Reporting Services and/or MS SQL Server Analysis Services • Jira, NetBeans and Eclipse • Advanced Excel & Microsoft Office.

PROGRAMMING - • Java, J2EE, JavaScript, C++, .NET, C#, Spring Boot, RESTful API, Node.js, PHP, jQuery, Bootstrap, HTML, Jenkins, Bit Bucket, JHipster, Kotlin, Swift