

LATIKA

Software Support Engineer — Aspiring DevOps Engineer
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Professional Summary

Junior DevOps and Cloud Enthusiast with 2.5+ years of experience in software deployment, production support, and database administration (SQL Server, MySQL). Proven ability to manage backend systems, automate deployment processes, and support enterprise-grade applications via IIS Hosting. Seeking to transition into a full-time DevOps role with a focus on CI/CD and cloud technologies.

Technical Skills

Deployment & Hosting: IIS Server, Windows Task Scheduler

Databases: SQL Server, MySQL

Backend & Web: HTML, CSS

Tools & Support: MS Excel, Troubleshooting, Root Cause Analysis, Client Support

Experience

RS Barcoders Pvt. Ltd. *Software Support Engineer — May 2023 – Present , New Delhi*

- Led software deployment cycles across client servers with IIS and SQL Server.
- Ensured production system uptime by configuring and monitoring IIS-hosted applications.
- Conducted root cause analysis for incidents, reducing average resolution time.
- Performed module testing and supported QA with test cases and documentation.
- Delivered client training sessions on new software releases and features.

UptoSkills

Backend & Database Intern — Jul 2023 – Oct 2023, Remote

- Designed and managed MySQL databases for backend systems.
- Integrated backend components and resolved data handling issues.
- Optimized complex queries and assisted in data reporting via MS Excel.
- Contributed to frontend layout using HTML and CSS.

Projects

CATS (Centralized Attendance Tracking System) & HRIS (Human Resource Information System) — *Academic Projects*

- Deployed modules using IIS Server; configured production-like environments.
- Managed MySQL/SQL Server databases; ensured data integrity and relational consistency.
- Wrote and validated SQL queries; conducted manual testing with edge case analysis.

Education

MCA – Indira Gandhi National Open University (IGNOU)	2023 – 2025
BCA – Kamal Institute of Higher Education & Advanced Technology (GGSIPU)	2020 – 2023