



NISHAL NIRMAL D SOUZA

Contact

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📍 Karama, Dubai

Personal Details

DOB : 13 May 1997

Nationality : Indian

Visa Details

Visa Type : Visit Visa

Soft Skills

- Time punctuality and hard worker.
- Honest towards work.
- Focus on facing challenges.
- Able to work independently
- Leadership qualities
- To be friendly and goal oriented.

Languages

- English
- Hindi
- Kannada
- Konkani
- Tulu

Technical Skills

- Strong Knowledge on **SDLC, STLC** and **Defect** Life Cycle.
- Strong knowledge on **Manual Testing**
- Very good knowledge on Scrum Methodology, test management tool like **Jira**
- **Programming Languages** : C, C#, Java, PHP, HTML, ASP.Net
- **Database**: Oracle, MySQL, MS-Access, phpMyAdmin/XAMPP server
- **Tools** : MS Office suite, MS Visual Studio, NetBeans.
- **Operating Systems** : Windows, Ubuntu

Career Objective

To obtain a challenging and responsible position in the area of Information technology where my knowledge, ability and dedication will be utilized.

Education

- **MSc in Computer Science** at Mangalore University Konaje
Year of Completion: 2019, Percentage: 86% - Distinction
- **Bachelor Of Computer Application** at Carmel College
Year of Completion: 2017, Percentage: 86% - Distinction

Work Experience

ERP Implementation Engineer at ATC Online LLP, Mangalore

March 2020 - June 2023

- Meeting with clients and collecting requirements.
- Analyze clients needs and business processes in order to map them properly with an ERP system.
- Identifying and documenting change request.
- Perform the complete system implementation and configuration.
- Follow up with developers and test modules/functions developed.
- Test software before delivering and check its compatibility and complete functionalities.
- Providing support that involves responding to user requests for technical assistance and resolving technical issues.
- Reporting bugs/defects to the developer.
- Responding/answering to the client's queries, complaints and requests via phone, email or chat and clarifying their doubts.
- Document and track client interaction, inquiries and maintain accurate records.
- End-to-End testing the application manually whenever there is an enhancement or change in the application.
- Preparing user manual and train new employees to use ERP.
- Deliver ERP functional training sessions in online.
- Assisted the implementation of IT projects, including software upgrades, migrations, and system deployments.
- Maintain accurate documentation of all reported issues, actions taken, and resolutions provided.
- Update new features and solve issues in ERP.
- Maintaining daily work reports, updating reports to the Project Manager.

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge

Place: Dubai

Nishal Nirmal D Souza