

Shreya Mandot

Email: Mshreyav02@gmail.com

Contact: +44 7776838792

Summary

Enthusiastic, eager to contribute in team's success through hard work, attention to detail an excellent organizational skill. Clear understanding of production task and training. Motivated to learn, grow and excel in organization.

Skills

Certification: Azure Fundamental Certified, SQL Certified, Unix Certified

Programming: UNIX ,SQL, Python, Java, Android, C++, J2ME, J2EE, HTML, CSS, JavaScript

Tools & Databases: Salesforce, Informatics, MS Access, My SQL

Project/ Leadership: Requirement Analysis, Business Analysis, MS Office

Education

Aug. 2012 - July. 2014

Master of Computer Science (MCS) University of Pune, MH – India GPA: 3.75

Aug. 2009 - Aug. 2012

Work Experience

Amdocs Pvt Ltd

Dec. 2019 - Present

Bachelor of Computer Science (BCS) University of Pune, MH – India GPA: 3.50

Technical & Business Operations Analyst (Production Support Engineer)

creating user stories.

- Worked on creating MQ queues and doing the configuration changes in test and production.
- Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies. Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Analyze production issues to determine root cause and provides fix recommendations
- Reviewed files, records and other documents to obtain business information and key data, to inform responses for all incoming development requests

Amdocs Pvt Ltd

Jan. 2015 - May 2016

Senior Executive

- Gathered all the client broadband sales, queries and billing information in Oracle database instance from e-Bill tool (Proprietary Vodafone tool).
- Wrote an automation SQL script to divide data into different categories. Also, completed root cause analysis to identify potential reasons for customer churn and presented it to business stakeholders

Indecomm Global Services,

Oct. 2014 - Jan. 2015

Technical Associate & Business Operations Analyst(Production Support Associate)

- Experience in Production Support and Operations.
- Participated in CR creation activity and Release and deployment activity related to production and Informatics Power Centre. Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Worked on Informatics Power Client center to create the workflows for billing transaction of the client -
Worked on AOTS tools to manage the alerts and resolve them.

Atziant Technology

Jan. 2014 - June 2014

- Working on cloud migration of an application by analyzing the code end to end with development team and providing the estimations,

Software Developer

- Worked on e-learning projects & building the project development plan for new project.
- Developing, installing or integrating sophisticated web interfaces.
- Doing the actual coding for the website using different domains like HTML, XML, JavaScript, and CSS.
- Designing customer order forms for e learning courses.

**Android Developer
intern**

- Effectively developed a Mobile application using Android.
- Developed a chat box application for the customer to chat over the cloud using GPS.
- Developed a android mobile application to find users in specific radius of GPS and able to chat with them over cloud.
- Responsible for designing the user interface and all designs pertaining to sight words apps.