



ShwethaPriya Manchaiah

Senior System Analyst

11+ Yrs Exp.

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SUMMARY

Senior System Analyst with over 10 years of experience in IT Service Management, Application Support, Technical Account Management. Desirous of a challenging workplace that welcomes innovative ideas and offers growth opportunities and positive environment for accomplishing projects.

KEY SKILLS

Devops	IT Service Management
ITIL	GDPR
Jira	Program Management
AWS and Azure	Analytical & Reporting Skills
Splunk & App Dynamics	ATG CSC, BCC, OMS Tools

PROFESSIONAL EXPERIENCE

Tesco Bengaluru - Bengaluru, IN Aug 2018 - Apr 2021

Senior System Analyst

- Project / Client / Website :** Tesco.com/groceries and tesco.ie/groceries
- Delivered Service successfully by planning and managing a team of 2 System engineers, 2 DBA, 3 Developers/testers in India in relation to keeping Tesco's groceries website up and running, Service management, PIRs, running Virtual Focus Room, Leave and Availability Planning of resources for Christmas and Easter events for 2 consecutive years.
 - Successful transition of ROI Groceries business from 3rd Party to India Team within 3 months. Managing KT, Setting up Knowledge Base and keeping Run book up to date.
 - Key role player during Tesco's Datacenter migration and DC Exit program by ensuring global cross functional team collaboration.
 - Deliver complex program with multiple business and technical risks that will impact the success of key Tesco business priorities.
 - Acting Technical Program Manager for Enterprise API Migration and One Report. (Reporting Migration from SQL to Couchbase & Old stack to New Stack APIs)
 - Running daily huddles for the team and updating the daily progress through Kanban and keep the management and stake holders updated.
 - Creating and Managing PIR documents and Service Presentations for Directors and other TPMs on Weekly basis.
 - Hidden tasks that increased customer satisfaction.
 - Can foresee potential risks and issues, establish a process, facilitate discussion and manage escalations.
 - Very effectively influence without authority all and any dependent teams such as Business, Legal, Marketing, Devops, IT Operations, API Teams and Infrastructure teams to deliver program

goals.

- Identify and resolve the underlying problems that cause Major and Significant incidents and any incident related escalations within their development team and across multiple dependent services and/or products.
- Recognized trends and potential problem sources (incident and problem analysis).
- Worked with all cross functional Teams, global and external stakeholders like customer & 3rd party to drive all problems towards root cause identification and permanent fix.
- Conducted the Internal Quality Review meeting for RCA Quality and within the delivery team for the Problem Records.
- Reviewed incidents (especially critical incidents) and closed problems; acted upon trends, tracked open problems and identified any problem that required increased focus to meet target levels.
- Performing in-depth analysis on large volumes of Incident data, interpreting, analyzing and using analysis to identify trends and opportunities for further improvement
- Setting up the priority for the tasks/projects to make sure the deliverables are on time with quality. (Daily Stand up Meetings)
- Participating in the development of test scenarios and test plans based on the requirements; supporting the execution of test plans and the validation of test results. (Release Support)
- Monitored the project progress and radiated the information to stake holders. Identified and mitigated team risks and impediments (Blocking Issues, Critical Defects) on daily basis.
- Coached new SSAs and trained, which resulted in early delivery of project and reduced process waste caused by lack of common understanding

Tesco Bengaluru - Bengaluru, IN Jan 2016 - Jul 2018

System Analyst

Project / Client / Website : Tesco Direct (UK) Customers

- Analyze stakeholders needs, study/analysis, design, develop, test and forecasting the deliverable.
- Collaborating with cross-functional stakeholders (service and process managers) to support alignment and synergy of processes and procedures.
- Identifying the gaps in Tool and Process, working with stake holders for identification and implementation of best solution.
- Working with problem management team on Incident trend analysis and tracking incorrect problem tickets raised as incident.
- Manage Oracle ATG CSC application-Both Infra and Functionality using Splunk, AppDynamics, SCOM and other tools.
- Handle and analyze exceptions while using Oracle ATG CSC application and raise defects via JIRA for Code Fix.
- Provide RCA for all other functionalities supporting Tesco Direct Website and ATG CSC Application.
- Manage Events and Promotions including Product and Pricing issues.
- Key role played during Black Friday and Cyber Monday Events.

Tesco Bengaluru - Bengaluru, IN Feb 2013 - Dec 2015

Technical Account Manager

Project / Client / Website : Tesco UK Direct (GMO) Sellers/Partners and Suppliers

- On boarding Sellers to Tesco Marketplace and assisting in inducting their products to Tesco

Direct Website; also providing any required support via email.

- Create and Drop Feeds (.txt & .xml files) to Induct Products, Image, Listing, Price and Inventory to Tesco Systems.
- Handling daily huddles for the team and updating the daily progress through Kanban and the action items and keep the management and stake holders updated.
- Build positive relationships with suppliers & external stakeholders to deliver agreed services, holding them to account on delivery and improvement plans.
- Ensure Product and Order journey is accurate for Seller & Supplier.
- Daily interaction with Business, Customer Services, Compliance & Risk, DBT, Click and Collect and all IT Team to ensure Partners and Suppliers are Trading the way Tesco required them to Trade.
- Working with Tesco Third Party: Linn works, Channel Advisors, Adobe (Scene 7), and Virtual Stock to resolve all Seller Product Issues

Tesco Bengaluru - Bengaluru, IN Apr 2011 - Jan 2013

Technical Support Analyst

Project / Client : Tesco UK and ROI Store Employees

- Identified & generated reports and closed all the incidents with minimal business impact.
- Monitored the volume of incidents, pending incidents, complaints, communications and escalations.
- Assured that technical staff updated tickets and IM process was correctly followed (quality assurance checks)
- Resolved escalation (including technical, vendor & management) and ensured proper communication (standard and management) procedures.
- Performed root cause, identified known error and coordinated with actions to fix the error.
- Assisting UK and ROI stores in clearing Exceptions, processing payments and sign off payroll for all UK and ROI stores via Citrix remote MPC Connect.
- Assisting Cash Office Team in UK and ROI stores with their daily activities of Cash Reconciliation and store short/ over reports.
- Training Analyst on New Processes, represent team in Monthly Management meetings

Infosys - Bengaluru, IN Apr 2010 - Apr 2011

Process Specialist

Project / Client : National Australia Bank Employees

- Publishing Offer, Secondment and Exit letters to NAB New Hires/ Employees
- Served as a primary point of contact for any SAP HRAM tool-based issue resolution
- Monitor and assign cases/ emails and ensure successful processing of the same adhering to the defined SLAs and case priority via Lotus Notes
- Perform concentrated data analysis related to Attendance and Leave such as updating or correcting employee information on SAP Tool
- Executed transactions processing in order to meet quality standards. Conducted QC / QA programs as part of the quality plan
- Participate & support the TL in the daily huddles, providing training / inputs on processes / business to the 11 member team in order to ensure delivery predictability
- Handle / help resolve escalations in order to ensure high customer satisfaction and mental well-being by being a Case Manager

- Work with internal teams and client stakeholders to understand business goals, existing BI reports, KPIs, raw data sources and clarify visualization requirements / goals

EDUCATION

BE in Computer Science

VTU, Belgaum

Vidya Vikas Institute of Engineering & Technology

Aug 2005 - Apr 2009 - Mysore, IN

ACHIEVEMENTS

Star of the Month & Tesco's Value Award

Dec 2019

- Successful ROI Groceries Process Transition to India in less than 3 months
- Christmas and Easter Day Resource, ROTA & Leave Management for India Team

Star of the month & Technology's Finest

Nov 2016

- Assisting in Product, Listing and Order Cancellation issues for multiple Global Partners
- For Providing extended Support to resolve Employee Account Issues during Black Friday & Cyber Monday

CERTIFICATIONS

DevOps Engineer (Certificate ID : CK3T1DNJ)

Edureka, Jan 2021

Splunk Fundamentals 1& 2

E-Learning (www.elearn@splunk.com), Aug 2016

LANGUAGES

English

 Fluent

Hindi

 Fluent

Kannada

 Native

FAVORITE QUOTE

"What helps people, helps Business"

~ LEO BURNETTE

CAREER ASPIRATION

I'm exceptional with people & good at conflict resolution. My experience in managing high-pressure situations & problem-solving skills has earned me Employee of the Month few times in previous organisation. I aspire to provide exceptional service to each unique stakeholder across your organisation.

SOCIAL MEDIA



Linkedin
[in/priyashwetha](https://www.linkedin.com/in/priyashwetha)