

SANYAM GARG

Service Delivery Specialist

Personal Info

Address

D-108, Amrapali Zodiac,
Sector 120, Noida, UP,
201306

Phone

+919582670389

E-mail

Sanyamgargsg1995@gmail.com

Skills

MS Office

Tableau

Advanced Excel

SQL

Data Analysis

Data Visualization

Black Box Testing

Test cases

STLC, SDLC

2.5+ years experience in the information technology and service industry.
Skilled in SQL, Tableau, Microsoft Excel & business intelligence.

Work History

02/19 –
Present

Service Delivery Specialist

IBM, Gurugram, Haryana

- *Tracking and documenting* alerts data from consoles and database using SQL.
- *Compiling* weekly/monthly trend reports and large amounts of raw data into understandable format using MS Excel to reduce repetitive tasks.
- Executing data backup, system maintenance activities, system health checks on the servers.
- *Prepared* weekly/monthly dynamic dashboards using Tableau to ensure efficient service delivery.

2/18 –
10/18

Associate Manual Tester

Hestabit Technologies, Noida, UP

- *Understanding the SRS* thoroughly and the analysis of client's requirements.
- *Test Case Creation* - Design, Develop, Document, Execute and Maintain test cases and scripts to ensure that the project deliverables Meet the project requirements and product specifications.
- *Verification & Validation*- verify and validate software deliverables, follow testing procedures and prepare test reports.
- *Defect & Incident Communication*- ensure that the defects and the requirement variances are being appropriately communicated to development for correction.

Education

2013-08 - 2017-06	BTech. Electrical &Electronics Engineering <i>Galgotias College of Engineering and Technology - Greater Noida</i>
2012-04 - 2013-06	12th <i>S.D Public School - Muzaffarnagar</i>
2010-04 - 2011-06	10th <i>S.D Public School - Muzaffarnagar</i>

Social Skills

Leadership Skills
Problem Solving Skills
Adaptability
Presentation Skills
Innovative