

Shweta Tiwari

Technical Analyst

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Mob: 7406145725

## SKILLS

- Primarily working on Salesforce, SQL, Python, Postman, Splunk, AZURE
- 3+ years of experience in Product specialist
- Thorough hands on Installation, configuration for JDA WFM and administration of IIS web servers.
- Functional knowledge of modules such as Forecasting, labor generation, Auto scheduling.

## EXPERIENCE

**Blue yonder (JDA software), - Technical Analyst**

NOVEMBER 2017 - PRESENT

- Part of product support team which handles functional configuration of the JDA WFM product
- Troubleshooting real time issues for SAAS based Customers.
- Participate in conference meeting for new business requirement and any high-level issue with client's different regions.
- Responsible for do pre or post testing of applications after patching and upgrade activities
- Involved in translating the Business / Customer requirement into technical requirements.

**Tech Mahindra, Bangalore- Sr. Analyst**

November 2016 - November 2017

- Involved in Incident management for managing incidents and provide assistance to all outside markets for Supply chain team.
- Reviewing /Raising CRs (Change Requests) to deploy the changes to resolve the issues on application.

**Infosys, Bangalore- Process Executive**

January 2015 - November 2016

- Worked on a Pilot project in BT process (BT Wholesale)
- Worked alongside with the Open reach Engineers for Broadband Queries.
- Interact with the Customer to assess the Technical and process related solution
- Co-ordinated with sales and Quality team.

## **TECHNOLOGIES**

### **Programming Languages And Frameworks**

SQL , Python, JavaScript

### **Database And Orm Framework**

MS SQL Server

## **EDUCATION**

### **Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal**

*- Bachelor of Engineering in Electronics & Communication*

*AUGUST 2010 - JUNE 2014*

Academic Projects during the course:

Name : Snapshot Doorbell System

Technology : MATLAB

## **AWARDS**

- Actively Participated in “Motion Sensing & Gesture Computing “workshop in IIIT-DM, Jabalpur
- Completed “Train Traffic Control” and RAILNET technical training from West Central Railway

## **PERSONAL DETAILS**

Date of Birth : 14th April 1993

Address : HSR Sector 2, Bangalore 560068.