

HANNAH GRACE

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CAREER OBJECTIVE

To play a proactive role in utilizing my knowledge and skills for the growth and development of the organization and ultimately to grow into a visionary leader whose achievements would provide an ideal role-model for emulating the utilization of **Private Excellence for Public Good**.

PROFESSIONAL SYNOPSIS

- Information Technology professional with **diverse experience in development, production support & maintenance** projects
 - Successfully handled projects over **13+ years** in Mainframe, SAS, Tableau, Informatica, Python applications and systems
- A Competent **Team Player with excellent Leadership & Team-Building Skills**.
 - Strong Analytical Skills, Problem Solving Ability, Situational Awareness & Adaptability.
- **Innovative Problem Solver and Data Driven Decision Maker** with diverse experience in developing applications and providing solutions
 - **Adaptable** professional with **high Learning Agility**
 - Evolved **Analytical and Troubleshooting skills** to achieve effective problem resolution
- Experience in **Leading Geographically Distributed Teams and Handling Critical Roles**
 - **Managerial and Leadership skills** with an ability to drive initiatives through efficient teamwork
 - Outstanding **Interpersonal Skills** to build rapport across levels
 - Varied experience in ensuring **defect free products and high quality deliverables** on time

TECHNICAL & BUSINESS DOMAIN EXPERTISE

- **Information Technologist - Product Development / Support / Maintenance:**
 - Software Development Life Cycle (SDLC), Agile, Kanban
 - Process Improvements / Kaizen, Process Adherence, Quality Assurance, Quality Control
 - Service Level Agreement (SLA) Adherence, Support & Maintenance
 - Run Optimization, Problem Resolution, Automation-Hard/Soft dollar saving- Revenue generation
- **Data Scientist – Business Analytics:**
 - Business Intelligence, Risk Assessment, Data Visualization, Strategic Analytics
 - Debt Analysis, Periodic Status Updates with Deviation Tracking, Actionable Business Inputs
 - Dashboard Preparation, Best Practice Replication and Optimization
 - Usage of various ML algorithms: K-Means, KNN, Naive Bayes for clustering & classifying user request.
 - Obtain Insights of Request Received using Text Mining concepts – Stemming, Lemmatization, Stop words removal, n-grams
- **Project Manager - Healthcare / Insurance:**
 - Healthcare/Insurance Business Requirements, Industry Certifications, Business Practices
 - Conducting Workshops, Interview & access resources for technical & team player skills.
 - Client Interaction, Client Satisfaction, Interfacing with Business & On-Site
 - Team Building, Team Management, Cross-Functional Coordination
 - People Management, Mentoring, Effort Distribution Analysis
 - Co-ordinated automations using scripts/ITPA/RPA tools

TECHNICAL SKILLS

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|----------------------|--|
| • Operating Systems: | - MS Windows, UNIX |
| • Languages: | - COBOL, SAS, JCL, CICS, Base SAS ,R,Python |
| • Databases: | - IMS DB, DB2, Oracle, Teradata, MS Access |
| • Tools: | - SAS EG, Informatica, Tablebase, Changeman, Endeavor, File-Aid, File Manager and Xpeditor, Autosys ,Tableau |

ACADEMIC QUALIFICATIONS

Degree	Completed	Institution	Specialization	Marks
Master of Technology (M. Tech.) – Work Integrated	2019	Birla Institute of Technology and Science (BITS) – Pilani	Software Systems	60%
Master of Business Administration (MBA) – Distance Model	2010	Anna University – Tamil Nadu	Technology Management	62%
Bachelor of Technology (B. Tech.)	2007	Bharathidasan Institute of Technology, Bharathidasan University – Tamil Nadu	Information Technology	81%
Higher Secondary (HSC)	2003	Rosary Matriculation HSS – Tamil Nadu		82%
Secondary (SSC)	2001	Rosary Matriculation HSS – Tamil Nadu		83%

PROFESSIONAL CERTIFICATIONS

- **Google Analytics Individual Qualification –Google**
- **The Python Bible – Everything you need to program in Python - Udemy**
- **Six Sigma Green Belt – Ministry of Micro Small Medium Enterprises**
- **Certificate in Developing Enterprise Application using .NET Framework – NIIT**
- **Property and Liability Insurance Principles certificate (INS 21) – The Institute**

WORK EXPERIENCE SUMMARY – 10 YEARS

Organization	Designation	Period
Cognizant Technology Solutions	Senior Associate (Project Lead)	July 2016 Till Date
	Associate	April 2011 to June 2016
UST Global	Senior Software Engineer	Sept 2007 to April 2011

PROFESSIONAL & ACADEMIC ACHIEVEMENTS

- ✓ **University Medallist & Rank Holder for B. Tech.** – Information Technology – Bharathidasan University
- ✓ Received **Appreciation in CDO Town Hall** – October 2017 - from **Client's Management**
- ✓ Received **Vendor Partner Recognition from Client's Management** for successful implementation of SAS Grid
- ✓ **EIM Moments for Q2 2016** – at Cognizant Technology Solutions in recognition of client appreciation
- ✓ **EIM Moments for Q1 2016** – at Cognizant Technology Solutions in recognition of client appreciation
- ✓ **Associate of the Quarter for Q2 2015** - at Cognizant Technology Solutions
- ✓ **EIM Moments for May 2015** - at Cognizant Technology Solutions in recognition of client appreciation
- ✓ Received **Vendor Partner Recognition from Client's Management** for fixing issues and thereby eliminating penalties to be paid
- ✓ Received **Certificate of Appreciation from Client's Management** for the work done on Automation (December 2014)
- ✓ **Associate of the Month for January 2013** at Cognizant Technology Solutions
- ✓ **Associate of the Month for July 2011** at Cognizant Technology Solutions

PERSONAL DETAILS

- ✓ Age & Marital Status : 34 / Married
- ✓ Hobbies : Pencil Sketching, Reading, Music, Movies
- ✓ Languages Known : English, Tamil