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| **Deepti Mayee Biswal** | | | |
| **Bangalore** |  |  | **Mobile: +91-9019464213**  **E-Mail** Deeptimayee.biswal@gmail.com |

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| **Career Summary** |

Aspiring for a role where in my capabilities and extensive domain knowledge can contribute towards the growth of the organization. High level of risk-taking ability and interest in accepting un-chartered roles. Very quick in adapting to a new situation.

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| **Highest Education** |
| **Completed B-Tech from Gandhi Engineering College, BPUT University.** |

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| **Career Path** |

**Wipro Technology (Mysore)**

**Positioning: Technical Support (As a Franchise) /Service delivery Executive (As Permanente)**

**Duration: 06th Jan 2016 – 16th Sep 2019 /16th-Sep – Till now**

**Roles & Responsibilities:**

* Analysis of various phrases throughout the incident management lifecycle from incident creation to its closure.
* Incident data updating and partner management like incident allocation using tool called WCCC (Wipro centralized contact center) and one force implementations.
* Creating and utilizing tools to monitor our applications and services in the cloud including system health indicators, trend identification, and anomaly detection.
* Working with development teams to help engineer scalable, reliable, and resilient software running in the cloud.
* Overall experience in infrastructure, datacenter operations.
* Experience migrating on-site solutions to cloud-based offerings, such as Amazon's AWS.
* Experience entering and updating incident tickets in tracking systems, such as ServiceNow or Remedy.
* Assisting customer to resolve the issue within certain time Period and achieve the SLA.
* Provide mentoring and training of cloud technologies to related IT teams in provisioning and managing AWS services.
* In infrastructure operations or application development, with special emphasis in areas of networking, application services, and distributed computing.
* Experience in carrying out the IT strategy assessment / consulting for a large enterprise.
* Attending Customer reviews on the performance of the projects and conveying their inputs to higher management.
* Strong understanding of different attributes for cloud application availability, scalability and ability to propose optimized design for cloud.
* Implementing new Process based on changing needs of the business.
* Design and implement awesome new features using latest advancements in technology.
* Troubleshooting the escalated Cases from the customer care department and resolve it from the back end.
* Drive customer communication during critical events.
* To help the field engineers in resolving the problem at the sight if needed.
* Responsible for new customer Rollout, Implementation & Sustenance and ensuring that agreed SLA’s are met and with different types of SLA.
* Maintaining and generating various reports and MIS on periodical basis and share with Management and customer.
* Field and handle escalated customer issues from Technical Customer service associates.
* Collaborates with business and internal stakeholders to clarify requirements and validation criteria.
* Giving prompt and accurate information on individual engineers about their performance.
* Attending and participating in top Management meetings.
* Ability to work well with all levels of the organization.
* Superb coaching and mentoring skills.
* Excellent oral and written communication skills.
* Proficient with MS Office and various other forms of technology.
* Improving product quality and customer communications.
* Ability to negotiate and influence.

**Reporting Management:**

* Creating various real-time and passive reports for management in order to take efficient decision.
* Creating project performance reviews reports to facilitate better decision making.
* Preparing BOD and EOD reports for internal team and member of Projects on daily basis.

**Escalation Management:**

* Handling escalations from customers and partners including End users throughout India.
* Review of performance with customer on frequent basis and analyzing the escalations.
* Analysis various past escalations and implementing solutions in order to avoid repeated escalations.

**NETHU SOFT PVT LTD (Hyderabad)**

**Positioning:   Test Engineer**

**Duration:   Nov 2012 – Dec 2015**

**Roles & Responsibilities:**

* Execute & understand manual TC.

* After understanding the TC check the TC can automate or not.

* Create test data, Automate the script.

* Send it for review to review board.

* Execution, debugging, automation result verification.

* Worked in Test NG to achieve batch execution.

* Involve in batch execution & report verification.

* Making use of auto IT, Modification of test script.

* Attend daily stand-up meeting.

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| **Technical Skills** | |
| * Operating system – Linux, Windows * S3 * Hardware networking * SQL * Oracle 10g/11g * MS Office * Testing Manual * Strong Leadership Qualities * Great Interpersonal Skills  |  | | --- | | **Rewards and Recognitions** | | Won award for Best Engineer.Won best C-SAT “Customer Satisfaction “Achiever.Participated in different sports and received many awards.Participated and got higher distinction marks in hind state level exam.Won many school level Competition in essay and dance. | |  | | |
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| **Declaration:** |

I hereby declare that the above-furnished information is true and correct to the best of my knowledge and belief.

Date:

Deeptimayee Biswal

Place: Mysore