

RIDHIMA BAKSHI

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PROFESSIONAL SUMMARY

- Skilled professional with the experience of almost 5 years in working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items related to production support and development.
- Solve organizational problems by assessing business performance and suggesting corrective actions.
- Profound analytical and problem solving skills with an excellent team culture.
- Enthusiastic entry-level Scrum Master. Has worked in agile environments for four years.
- Worked with two Scrum teams and filled in as Scrum Master on several occasions. Proven history of successful work with cross-functional teams.
- Excellent at juggling multiple tasks and working under pressure and great relationship-building skills.

HIGHLIGHTS

- Worked in Agile flavored methodology and aware of all the agile ways of working.
- Preparing for the Scrum master and ITIL certification.
- Expert understanding of SDLC processes.
- Produce activities and workflow documentation for Change, Incident and Problem Management.
- Analyzed user requirements, performed impact analysis and generated system requirements documents.
- Partnering with Development Leads to identify opportunities for better collaboration and process improvements.
- Analyzing existing customer satisfaction functionality requests for providing business-value based recommendations to Product Owners.

WORK HISTORY

Incedo Technology Solutions Ltd

Software Engineer

10/2019 – Current

Citi Bank (Citi Payment Exchange B2B and B2C)

- Doing Root cause analysis of issues.
- Analyzed user requirements, performed impact analysis and generated system requirements documents.
- To work on high priority tickets on Service Now and Jira to provide quick resolution.
- Co-ordinated the preparation of manuals and training materials
- Coordinating with client teams, infrastructure team, and vendor teams in resolving the issues.
- To extract and provide data as per business request by using SQL database and also resolve user related issues.
- Work on comparison, negative, volume, adhoc and regression testing.

- Using Connect Direct to analyze payment files logs and assess the root cause of the file failure.
- Onboarding a client in test and production environment and assist in client testing.
- Monitoring the infrastructure of the applications.
- Supporting infra team during DR drills, and audits.
- Prepare periodic reports and matrices for example: SLAs, Payment reports.
- Support client testing in UAT/CTE and PROD for new releases.
- Analyzing API logs from Big Data for Swift payments.

Infosys

Senior Operations Executive

08/2016 - 010/2019

Morgan Stanley (Capital Market)

- Designing and developing modules to fit the new requirement in the existing system.
- Planning and preparing implementation plans before project deployment.
- Sharing documents with support team after release and providing support till warranty period of project.
- To work on several Ready for business, End of day, Start of day checkouts to give the business confirmation.

Operations Executive

Aetna Inc (Claims Adjudication)

- Developed high quality program and executed unit testing and also created technical design document.
- Analyzed code related issues on online expeditor.
- To suggest improvement ideas to further enhance existing system.
- Providing Application related KTs to the new team members
- To provide severalabend /failure analysis and also worked on several adhoc activities.

SKILLS

File Formats: EDI 820, 835, 824, 997, NACHA, XML PAIN 001, PAIN 002, CSV

Programming Languages: COBOL, JCL, CICS

Databases: MYSQL, DB2, SQL, RDBMS

Utilities/Tools: SERVICE-NOW, JIRA, CONNECT DIRECT, EVENTS ENTRY, NEXMO, QMF, SENDGRID, XPEDITOR, ENDEVOR, SPLUNK, TRADESCOPE, TWS, MQ SERIES, APPDYNAMICS, NAGIOS

Microsoft Office: WORD, EXCEL, ACCESS, OUTLOOK, PUBLISHER, POWER POINT

EDUCATION

Master of Computer Applications, Chitkara University, Chandigarh

2018

Bachelor of Computer Applications, Chitkara University, Chandigarh

2016