

SURBHI

Gurgaon, Haryana

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OBJECTIVE

To associate with a progressive company to contribute my knowledge, skills and ability for growth of company that offers security and professional growth while being resourceful, innovative and flexible.



ACADEMIC AWARDS & DISTINCTION

Year	Educational Qualification	Institution	Stream/Subjects	%
2018	Bachelors of Engineering	Dayananda Sagar College of Engineering, Bangalore	Information Technology	70
2013	XII (CBSE)	Vidya Niketan	PCM	75
2011	X (CBSE)	C.S. D.A.V. Public School	-	96

PROFESSIONAL SUMMARY

- Around 2.5 years of Professional Experience in IT Field using MYSQL, Linux and Tools like - Wordpress, JIRA, Canva, Zoho Projects, Zendesk.
- Capable of managing multiple projects simultaneously.
- Good team player with excellent communication, analytical and interpersonal skills, strong attitude towards learning new technologies/tools.
- Open, flexible and extremely dedicated.
- Effectively manage to communicate the client's business requirements to cross-functional team members(Development Team, QA, UI/UX team & Product Manager).
- Research and identify new market opportunities.

WORK EXPERIENCE

1.  Working with **Mediologgy Software** as Associate Business Analyst/Product Support (2019- Till Date).
2.  Worked with **Mahindra Comviva** as Engineer Trainee in Global Customer Support Dept (2018-2019).

PROJECT SUMMARY

PROJECT #2: READWHERE (2019 –Till date)

Product : Readwhere
Role : Product and Business Analysis
Technology/Tools : Zendesk, Zoho Desks, Wordpress, Cliq, JIRA, Canva, SSL, Website Traffic Analysis

Description:

Readwhere is a Digital Publishing platform across web, mobiles & Tablets. Major clients like- Indian Express, Loksatta, Economic Times, Vogue, Mail Today, Punjab Kesari. Developing & Designing the Whitelabel solutions, PWA, AMP, Mobile development Apps.

Roles:

- Understanding the Customer Business requirement and communicate with the Technical Teams ensuring the timely completion of the Project delivery
- Onboarding New Clients by negotiating the Prices & sending Proposals/Quotations
- Managing Documentations (BRD, SRD,FRD)

PROJECT #1: PRETUPS (2018–2019)

Product : Pretups
Role : Global Customer Support
Technology /Tools : MYSQL, Linux, MS Office.

Description:

Pretups(Electronic Prepaid Recharge System) enables telecom operators to rapidly create and efficiently manage multi-level distribution hierarchy for retailing telecom products and services.

- Make configuration changes to meet customer requirements or resolve complaints to provide Product Support.
- MIS (Management Information Systems) execution using MYSQL queries.
- Manage and Track product management, generating vouchers using Linux commands.

ACADEMIC PROJECTS

- **2DCrypt: Two layer Protection System for Images in Cloud**
Cloud based image processing to preserve the confidentiality of image and to occupy less storage space in cloud server.
- **DBMS Project: Society Management System**
An online platform for the Housing Societies to minimize the overhead of society maintenance payment and events update.

LICENSES AND CERTIFICATES

- **Soft Skills-** Centre for Innovation and Learning Communication Skills.
- **Soft Skills-** Centre for Innovation and Learning Interpersonal Skills and Working in teams.
- **Soft Skills-** Centre for Innovation and Learning Leadership and Emotional Quotient.

PERSONAL PROFILE

Father:	Mr. Rajiv Singh (Ex Serviceman-Senior Accountant- IOTEP Constructions Pvt Ltd)
Marital Status:	Single
Current City:	Gurgaon
Strengths:	Result oriented, Disciplined, social, diligent with goal-driven attitude & willing to learn
Interests:	Travelling, Playing Badminton & Kho-Kho, Listening Music & Interacting with New People