

RISHITA MUKHERJEE

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ANALYST

SUMMARY

- Experienced Analytics Professional and Subject Matter Expert.
- Adept at understanding business requirements and highly skilled in various analytical tools.
- Post-Graduation Diploma in Management with specialization in Information Technology.
- Have taken certification courses in SQL, PowerBI, Python, Azure.
- Acquainted with MS office (Word, Excel, Outlook, Powerpoint), Linux, Tableau, SPSS.
- Have industrial experience in PLSQL, Hadoop, SAS, Oozie, NiFi, Seeburger, Putty, MongoDB, Grafana, ServiceNow, JIRA & Confluence.

PROFESSIONAL EXPERIENCE

ANALYST, WNS GLOBAL SERVICES PVT. LTD.

APR, 2020 – PRESENT

- Responsible handling Business-as-usual and meeting established SLAs for each process.
- Troubleshooting for all servers and processes.
- Working in a multi-functional team to handle various processes.
- SME of three processes.
- Awarded as the League of Champion (the Operational Excellence Award) in the first quarter of joining at the company.

JUNIOR ENGINEER, TELECOM, SAHIL PROJECTS & PLANNING PVT. LTD.

AUG, 2016 – JUN, 2018

- Complete order requirement & check product and quantity of each item listed.
- Maintenance of the optical fibres and other items.
- Visit installation site to take measurement and readings.

SUMMER INTERNSHIP

EUPHEUS LEARNING, DELHI

(8 weeks)

OAuth Implementation in Open EDX Platform and API Integration using PHP.

ARTTC BSNL, RANCHI

(6 weeks)

Advanced Telecom and Data Communication.

SOUTH EASTERN RAILWAYS, RANCHI

(4 weeks)

Track circuits and Axle Counters.

EDUCATION QUALIFICATION

PGDM - XAVIER INSTITUTE OF SOCIAL SERVICE, RANCHI

2018 – 2020

First class with distinction (Second Topper) with specialization in Information Technology.

BTech – MAKAUT (Formerly known as WBUT), KOLKATA

2012 – 2016

First class with specialization in Electronics and Communication Engineering.

Class XII – CBSE

2012

First class with specialization in Physics, Chemistry, Mathematics and Computer Science.

Class X – ICSE

2010

First class with specialization in Physics, Chemistry, Biology, Mathematics and Computer Application.

TECHNICAL/ ANALYTICAL SKILLS

Tools: Power BI, Excel, PowerPoint, Word.

Programming Languages: Python, C, C++, JAVA, HTML, CSS, Php, Hadoop.

Operating Systems: Windows, Linux.

Database: Mongo DB, SQL.

Cloud: Microsoft Azure.

Analytical Skills: Data Analysis, Data Visualization, Statistical Analysis, Problem Solving, Report Writing.

STRENGTHS:

- Good communication skills with a can-do attitude.
- Flexible to work independently and with team.
- Autonomous and Proactive
- Effectively manage tasks and work under pressure
- Self-motivated with the ability to prioritize, meet deadlines and manage changing priorities.
- Strong creative, analytical and conceptual skills.
- Result-oriented with an appreciation for working in a fast-paced environment.

CERTIFICATIONS:

Microsoft Certified Azure Fundamentals

Power BI from LinkedIn Learning

Python from Cognitive Class by IBM

Unix/Linux from Udemy

SQL from Testdome

WORKSHOPS:

- Attended ICT Clonclave in October 2019 at XISS, Ranchi.
- Selected at National level as an Employ-ability leader in 2015 conducted by Aspiring Minds.

ROLES & RESPONSIBILITIES:

Group Leader at Social Service Field Work (LEBB).

Content Writer at college magazine (TechNext).

ADDITIONAL INFORMATION:

Diploma in Kathak Nritya and Bharatnatyam.

Languages: English, Hindi, Bengali.

DECLARATION:

I hereby declare that the above furnished details are correct to the best of my knowledge.

Rishita Mukherjee