ANKONA SENGUPTA

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https://github.com/Ankona66

SUMMARY

Detail-oriented and agile-focused professional with 3+ years of experience in product support, feature enhancement, and business analysis. Skilled in cross-functional collaboration, delivering customer-centric solutions, and driving actionable improvements in digital platforms. Proficient in managing end-to-end product requirements, supporting stakeholder communications, and conducting competitor and market analysis to influence product roadmaps.

EDUCATION

M.S., Engineering and Management   Graduating Summer 2026
Technische Hochschule Ingolstadt, Ingolstadt, Germany   1.8

B.Tech., Information Technology   July 2021
Maulana Abul Kalam Azad University of Technology, West Bengal, India   9.39 CGPA/ 1.3

SKILLS

Project Management Tools: JIRA, ServiceNow (SNOW), Confluence
Technical Expertise: SDLC Documentation, Functional Requirements, End-to-End Testing, SQL, Power BI
Software Proficiency: Microsoft CRM, Microsoft Power BI, MS Office, MS Excel, MS Powerpoint
Programming Skills: HTML, CSS, Javascript, My SQL Database
Methodologies: Agile(Scrum/Kanban)
Soft Skills: Stakeholder Communication, Strong analytical and communication skills, Agile Mindset, Proactive Attitude, Cross-Team Coordination, Detail Orientation
Certifications:
Certified Scrum Product Owner (CSPO) - January 2025
Microsoft Certified Power Platform Fundamentals (PL900) - April 2022
Microsoft Certified Dynamics 365 Fundamentals (ERP) - February 2022
Microsoft Certified Dynamics 365 Fundamentals (CRM) - December 2021

PROFESSIONAL EXPERIENCE

UniCredit S.p.A, Munich, Germany: Working Student   January 2024 - Present
  • Supported agile practices by organizing backlog requirements and documenting detailed user stories.
  • Designed and maintained JIRA dashboards and applied advanced filters to enhance team productivity.
  • Recording detailed test cases and implementing custom scripts for efficient test execution, contributing to the overall quality assurance process including functional and integration tests.
  • Prepared and formatted presentations in PowerPoint, ensuring clarity and alignment with organizational goals.
  • Developed and managed technical documentation for IT-related projects.

Cognizant Technology Solutions India Private Ltd. , Kolkata, India: Programmer Analyst   August 2021 - September 2023
  • Analysis, enhancement, and modification of CRM based web applications with JavaScript, HTML, and CSS that are currently in use in a US Based Healthcare project.
  • Development of well-designed, testable, efficient code for new requirements and interfaces by creating components on Microsoft Dynamics 365 Dev environment.
  • Facilitated Go-Live implementations and ensured alignment of deliverables with business goals.
  • Created and maintained functional requirements for application enhancements and also collected end-user feedback to refine application functionality.
  • Managed ticketing platforms (SNOW), including JIRA, to streamline workflow and enhance operational efficiency.
  • Practical knowledge of Microsoft Dynamics 365 Development and Testing environments.

PrepInsta Technologies Pvt. Ltd., Delhi, India: Intern   January 2021 - July 2021
- Managed and updated content for web pages using CMS tools like WordPress.
- Conducted market research and competitor analysis for digital content strategy development.
- Developed and maintained Power BI dashboards to track key performance indicators.

ACADEMIC PROJECTS

Visualisation of Netflix data using Python Libraries
Analyzed and preprocessed Netflix data using various Python libraries

Digital Marketing Strategy for a Brand
Designed SEO and KPI-focused campaigns for lifestyle products.

Netflix Dashboard using Power BI
Created an interactive visualization providing insights into platform trends.

My Portfolio Website
An interactive website using HTML CSS and JS.

OTHER WORK EXPERIENCE

Technische Hochschule Ingolstadt, Ingolstadt, Germany: Member of NICE Marketing Cell
- Supported event promotions, logistics, and scheduling to ensure timely execution of educational campaigns.

St. Thomas' College of Engineering and Technology, Kolkata, India: Volunteer in On-Campus recruitment drives
- Facilitated smooth recruitment processes by assisting candidates and industry professionals during placement activities.

LANGUAGES

English: *Professional proficiency*
German: *Elementary proficiency*
Hindi: *Professional proficiency*