

# SURUCHI YADAV

## Mainframe Batch & Console Operations Engineer

📍 Bangalore, India    ✉ Suruchi.yadav09@gmail.com    📞 +91 9162960918  
🌐 [linkedin.com/in/suruchi-yadav09/](https://www.linkedin.com/in/suruchi-yadav09/)

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## About Me

Detail-oriented **Mainframe Batch and Console Operator** with **2.5+ years of experience** supporting enterprise-scale operations through **data validation, reporting, metrics tracking, and root-cause analysis**. Proven ability to maintain and refresh operational dashboards, support weekly business reviews (WBRs), perform deep-dive analysis, and provide **ad-hoc data support** to stakeholders. Strong bias for action, high attention to detail, and a demonstrated interest in **analytics, BI, automation, and process improvement** within mission-critical environments.

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## Work Experience

### Mainframe Batch & Console Operations Engineer

Aug 2023 – Present

*Kyndryl — Bangalore, India*

- Maintain and refresh **operational metrics, daily reports, and dashboards** supporting large-scale enterprise clients like **American Express**.
- Perform **data validation and reconciliation** to ensure accuracy and consistency across operational and reporting systems.
- Support **weekly and monthly business review (WBR/MBR)** reporting by preparing performance summaries, SLA adherence metrics, and trend analysis.
- Handle **deep-dive analysis** requests to identify root causes of operational incidents, reporting discrepancies, and performance degradation.
- Work closely with cross-functional stakeholders to understand business requirements and translate them into actionable reports and insights.
- Use tools such as **ServiceNow, Control-M, Splunk, and monitoring dashboards** for data-driven incident and operations management.

### Artificial Intelligence & Data Science Intern

Aug 2022 – Jul 2023

*AiROBOSOFT Products and Services — Bangalore, India*

- Built data-driven solutions using **Python and SQL** for analysis, reporting, and model development.
- Performed **data extraction, preprocessing, and feature engineering** to support analytical and predictive use cases.
- Assisted in creating analytical summaries and visual insights to support business and operational decision-making.
- Collaborated with teams on automation-oriented projects involving data pipelines and reporting workflows.

### Full Stack Web Developer Intern

Sep 2021

*AiROBOSOFT Products and Services — Bangalore, India*

- Developed data-backed web applications with structured databases using **MySQL**.
  - Supported backend data handling, basic reporting queries, and UI-level data presentation.
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## Education

**Bachelor of Engineering in Information Science**  
*HKBBK College of Engineering — Bangalore, India*

**2018 – 2022**

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## Technical Skills

- **Data & Analytics:** SQL (joins, aggregates), MS Excel (advanced formulas, pivot tables), data validation
  - **Programming & Scripting:** Python, SQL
  - **BI & Visualization:** Power BI (dashboards, reports), basic data visualization concepts
  - **Operations & Tools:** ServiceNow, Control-M, Splunk, BMC MainView
  - **Systems:** Mainframe z/OS ( SDSF, TSO/ISPF)
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## Certifications

- IBM Mainframe Practitioner – IBM SkillsBuild
  - AWS Cloud Practitioner Bootcamp 2023
  - Security - Introduction to Mainframe Security z/OS 2.5
  - z/OS - System Shutdown and IPL Simulations 2.5
  - Workplace Diversity, Equity, and Inclusion in Action
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## Languages

**English (Fluent)   Hindi (Fluent)   Nepali (Conversational)**