Jaishik Nangamangalam

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Objective

- Highly motivated and detail-oriented Data Analyst skilled in transforming raw data into meaningful insights using SQL, Power BI, Python and Excel.
- Experienced in building dashboards, performing statistical analysis, and identifying patterns to support decision-making.
- Strong foundation in data cleaning, and data visualization.
- Ability to analyze large datasets and derive actionable insights.
- Skilled in creating automated reports and dashboards for business users.
- Keen interest in solving analytical problems using structured approaches.
- Strong communication skills enabling effective collaboration with stakeholders.
- Passionate about continuous learning and staying updated with analytics tools.

TECHNICAL SKILLS

- **Languages:** Python, SQL, Pandas, NumPy, Matplotlib, Seaborn
- **BI Tools:** Power BI, Power Query, DAX, Tableau (Basic)
- **Databases:** Oracle SQL, PostgreSQL, MongoDB, MySQL
- **Statistical Tools:** Excel (Pivot Tables, VLOOKUP, Power Query)
- **Tools**: Git, GitHub, Jupyter Notebook, Google Colab, Jira, VS Code
- **Cloud**: Azure Fundamentals, Azure SQL Database (Basics)

EDUCATION

- B.Tech in Electronics and Communication Engineering – SRM Institute of Science and Technology, Chennai – 2021

PROFESSIONAL EXPERIENCE

Infosys LTD., Hyderabad, India.   **April 2022 – May 2025**
Senior Systems Engineer (Finacle L2 Support Engineer)

- Provided L2 support for Finacle Core Banking System, performing detailed analysis of application, transaction, and service-related issues.
- Used SQL extensively to query core banking tables, validate customer/account data, trace transactions, and perform impact/health checks.
- Utilized PuTTY to access Unix servers, review logs, restart services, and monitor application processes.
- Managed incidents through BMC Remedy and Jira, ensuring proper categorization, priority assignment, RCA updates, and SLA compliance.
- Coordinated with L3 teams, DBAs, and Infra teams to resolve high-severity issues and reduce system downtime.

- Analyzed server logs to identify root causes, recurring patterns, and potential areas for improvement.
- Supported end-of-day (EOD), end-of-month (EOM) and end-of-year (EOY) banking operations by monitoring jobs, resolving failures, and ensuring process completion.
- Generated weekly incident trend reports to support problem management, highlighting repetitive issues and system bottlenecks.
- Monitored batch jobs and scheduler activities, ensuring successful execution and quickly resolving failures impacting banking operations.
- Assisted in preparing SOPs and knowledge base articles, improving team efficiency and reducing resolution time for recurring issues.
- Conducted data validation and reconciliation across multiple systems to ensure accuracy of financial transactions and customer records.
- Assisted in validating application changes, patches, and deployments during maintenance windows.

Wipro LTD., Bangalore, India.   July 2021 – April 2022
Project Engineer (ManageEngine Endpoint Central Administrator)

- Worked extensively on ManageEngine Endpoint Central for unified endpoint management including patch deployment, software installation, remote troubleshooting, and asset inventory tracking.
- Automated routine device management tasks, ensuring timely patch compliance and system security across multiple endpoints.
- Maintained Active Directory user accounts and access permissions; performed identity and access management tasks.
- Pulled and analyzed reports using SQL queries, improving visibility into system performance and asset status.
- Used MS Excel to create custom dashboards, visualizations, and status reports for monitoring system health and deployment activities.
- Provided remote device support, enabling efficient troubleshooting and significantly reducing system downtime.
- Managed the complete incident lifecycle using CA Service Desk Manager, including ticket creation, prioritization, escalation, assignment, and closure.

CERTIFICATIONS

- **Microsoft Certified: Azure Fundamentals (AZ-900)**
  Microsoft | Completed March 2025
- **MongoDB SI Associate Certificate**
  MongoDB Inc., | Completed August 2024
- **The Complete SQL Bootcamp: Go from Zero to Hero**
  Udemy | Completed February 2023
- **Excel Skills for Business: Essentials**
  Coursera – Macquarie University, Australia | Completed September 2020
- **Programming for Everybody (Getting Started with Python)**
  Coursera - University of Michigan | Completed June 2020