NISHAD

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KEY COMPETENCIES

GIS & Mapping Technologies:

- ESRI ArcGIS, QGIS, Google Earth Pro, HERE Maps, Uber Maps, OpenStreetMap (OSM), TomTom, Map Creator, Traffic Insights
- ERDAS Imagine, ArcPy, GRASS, SAGA

Programming & Database Management:

- Python, SQL, JQL, HTML, CSS, Visual Basic, C++, Google App Scripts, PowerBi
- Relational Databases, Spatial Data Analysis, Data Analysis

Project & Collaboration Tools:

- JIRA, MSR, Slack, Bliss, Phabricator, Query Builder, Pager Duty, Google Console
- Testing Tools: Kobiton, Studio, Manual Testing Tool
- Other Tools: TT Mydrive, Places, Investigation Tool, Flipr, Epudo, Geofencer, MapDSAT, Map Deploy

PROFESSIONAL EXPERIENCE

Team Lead, OS Operator III | Wipro Ltd.
August 2024 – June 2025

- Directed a group of **2 team leads and 66 operators**, scaling operations to support projects with 100+ total members across shifts.
- Monitored **SLAs, TAT, productivity, shrinkage, attrition, and absenteeism**, achieving consistent delivery of client-defined KPIs.
- Implemented process enhancements and quality management initiatives that improved accuracy and turnaround time for high-volume mapping updates.
- Conducted daily/weekly/monthly reviews with stakeholders, creating **performance decks, RCA reports**, and **action plans** for quality improvements.
- Mentored team leads to strengthen people management capabilities, resulting in improved engagement and retention.
- Recognized for outstanding client service and awarded **Star Performer Award (H1 2024, Q3 2024),** and **Best Support (Q4 2024, Q1 2025)**.
- Received **Client Appreciations** for successfully resolving high-impact defects.

Point of Contact, OS Operator II & III | Wipro Ltd.
July 2023 – August 2024

- Managed data issues related to Uber maps and navigation, effectively addressing client concerns and contributing to project success by serving as the primary **point of contact (POC)**.
- Conducted thorough research to ensure accurate interpretation and context alignment, resulting in improvement in map data accuracy.
- Utilized various mapping technologies and services, including **HERE Maps, Google Maps, Uber, OpenStreetMap (OSM), and TomTom**.
- Successfully resolved complex map-related user concerns, such as **basemap, routing, navigation, addresses** and **POI**.
- Awarded **Star Performer Q1 2024**, **Best Support for Q3 2023, Inspiring Performance (2023), Habit Flagbearer - Being Responsive (2023)** and **Silver Award H1 2022** for exceptional contributions.

Associate | Wipro Ltd.
June 2022 – July 2023

- Successfully managed and trained a high-performing team of 36 professional, fostering a collaborative and results-driven environment that achieved outstanding project success.
- Proactively identified and resolved complex mapping issues by raising bugs as tickets on **JIRA** and **TomTom MSR**, swiftly implementing effective solutions to optimize operational efficiency.
- Conducted in-depth data analysis statistically to identify patterns, trends, and insights, enabling informed decision-making and improving overall data quality using **Looker Studio, Google sheets** and **Excel**, mainly by **Pivot tables** and **App Scripts**.
- Streamlined team communication and collaboration through proficient use of Slack, facilitating seamless knowledge sharing and enhancing project coordination with colleagues and clients globally

GIS Technician | Kerala State Land Use Board, Government of Kerala
December 2021 - March 2022

- Proficiently utilized **ArcMap** and **QGIS** to digitize and analyse complex geographical data, ensuring meticulous accuracy and precision in mapping.

- Conducted thorough field visits to diligently verify and rectify land use and land cover data, significantly enhancing the data's accuracy, completeness, and reliability.

- Produced comprehensive maps and reports utilizing advanced GIS expertise, delivering valuable insights to stakeholders and facilitating well-informed decision-making processes.

- Showcased prowess in **data analysis, problem-solving, and project management**, skilfully overseeing and executing GIS projects within the government sector.

- Harnessed extensive expertise in land use and land cover data management to deliver high-quality GIS support, catering specifically to the unique requirements of government agencies.

- Collaborated seamlessly with cross-functional teams comprising planners, analysts, and policymakers, providing accurate and timely GIS information to support effective land use planning and management.

MERITS AND AWARDS

- **Star Performer Award** (H1 2024, Q3 2024, Q1 2024)
- **Best Support Award** (Q1 2025, Q4 2024, Q3 2023)
- **Inspiring Performance Award** (Q1 2024, Q4 2023)
- **Habit Flagbearer Award** (Q4 2023, Q3 2024)
- **Silver Award** (H2 2022)
- Qualified **SET** (**State Eligibility Test**) on January 2022 conducted by Directorate of General Education, Government of Kerala
- Qualified **IIT JAM** (**Joint Admission Test For M.Sc.**) entrance examination on February 2019

EDUCATION

- **Master of Science in Applied Geology | Aligarh Muslim University, Aligarh**
  Completed in July 2021
- **Short Term Course in Remote Sensing and GIS | Mahatma Gandhi University, Kerala**
  Completed in March 2019

COURSES PARTICIPATED

- **ArcPy for Python Developers using ArcGIS Pro -** Udemy

- **100 Days of Code: The Complete Python Pro Bootcamp for 2022 -** Udemy

- **Python Data Structures - University of Michigan** (Online Course)

- **Programming for Everybody (**Getting Started with **Python) - University of Michigan** (Online Course)

- **ISRO** Sponsored **IIRS** 41th Outreach Course 2019 **- Hyperspectral Remote Sensing and its Applications**