SEEMA MANGALORE

Pursuing course in Data Analytics

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🔗 https://github.com/Cobaltbluecoder

WORK EXPERIENCE

Senior Software Engineer
Subex

📅 Jan 2023 - Aug 2023

- Along with previous responsibilities Trained new joinees and helped monitor new Kubernetes based product launch

Software Engineer
Subex

📅 Aug 2021 - Jan 2023   📍 Bangalore

- Resolved Complex Issues: Identified and resolved complex issues within the Fraud Management product, leveraging OS, Linux commands, and deep Database knowledge. Developed strong problem-solving skills.
- Client Support: Played a pivotal role in providing L2 support to 5 key APAC clients, including TrueMove Thailand and Vodafone India, fostering strong client relationships in the challenging APAC market.
- Efficiency Improvement: Reduced the weekly ticket count from 20 to an impressive 5, resolving over 100 tickets in the first 6 months with precision and speed.
- Recognition: Commended by superiors with a Beginner appreciation token for demonstrating unwavering commitment and delivering prompt work within just 2 months of joining.
- Awarded: Received 2 awards, namely the prestigious Agile Surfer award in recognition of outstanding team performance, reflecting adaptability and proactive contribution, and a Spot Award for successfully resolving a critical client ticket.
- Product Contribution: Supported the successful stabilization of the innovative product "Hypersense" for 45 days, contributing to its seamless integration into the market.

UPSKILLING

Data Analytics Course
Ineuron

📅 Aug 2023 - Present

- Learned working on Advanced SQL with Snowflake tool; Power Bi tool from basics; ETL using Power Query & Data Cleaning; Data Modeling and Visualization; Advanced excel; Alteryx

EDUCATION

B.E in Computer Science & Engineering
KLE(BVB) technological University

📅 July 2017 – June 2021

- Event Leadership: Volunteered to organize and lead the TCS TechBytes event in 2020, showcasing organizational skills and technical acumen.
- Content Creation: Applied creativity as a part-time content writer for YOW in 2018, contributing to content development with a unique perspective.
- Department Association: Served as the head of the computer science department association during the academic year 2020-21, fostering a collaborative environment.

TOOLS & SKILLS

Python   SQL   Power BI and Reporting   Snowflake   Matplotlib   Numpy   Pandas   Unix   MS Office   Power Query   Jira   Data Cleaning   Data Modeling   Incident Management   Data Visualization   Communication Skills   Data Analysis   Alteryx   ETL

INTERESTS

- Fiction Book
- Event management & Organization
- Traveling
- Meditation