



Vandana Kumari Mankotia



Technology Support Specialist seeking roles in IT Project Management, PMO Management, Requirement Gathering, Business Analysis, Software Development, Requirement Analysis, Solution Architecture, Customer Service, Technical Support, Process Management

Current Designation: Technology Support Specialist -PMO Total Experience: 14 Year(s) 0 Month(s)
Current Company: Infosys Highest Degree: MS/MSc(Science) [Plant Pathology]
Current Location: Chandigarh
Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Canada
Functional Area: IT Software - Application Programming / Maintenance
Role: Project Lead
Industry: IT-Software/Software Services
Marital Status: Married
Key Skills: Technology Support Specialist, Project Lead, IT Project Management, PMO Management, Requirement Gathering, Business Analysis, Software Development, Requirement Analysis, Solution Architecture, Customer Service, Technical Support, Process Management
Verified : Phone Number | Email - id

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

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Summary

Result-oriented Professional with 14 years of experience in IT Project Management, PMO Management, Requirement Gathering, Business Analysis, Software Development, Requirement Analysis, Solution Architecture, Customer Service, Technical Support, Process Management.

Work Experience

• Infosys as Technology Support Specialist -PMO Mar 2011 to Till Date

Monitored Customer Service processes performance and identified areas for optimization and increased efficiency.
Planned, executed and closed projects.
Created and executed project plans within the given "scope, cost, schedule" constraints
Ensured that project and process documents are complete, current and stored appropriately.
Tested and verified new functionalities to match the requirements.
Supported and trained team members on the new processes, tools and systems to allow them to master their areas of responsibility.
Provided all necessary and updated didactical documentation.

• Mercer as Senior Analyst Mar 2010 to Dec 2010

Develops metrics that provide data for process management and indicators for future improvement opportunities
Independent worker - Team Player - Decision Maker - Analytical/Problem Solver
Manages increasing personal work and accountabilities within time and expense budgets
Strong attention to detail; can be trusted to perform consistently and accurately
Train end-users on the defined benefit systems and provide on-going technical support to colleagues and clients
Consistently looking to improve processes
Does his/her share of work and offers to help others in order to meet the objectives of the assignment

• WNS as Claims Analyst Feb 2008 to Feb 2009

Claims Handling and Investigations
Risk Assessment and Mitigation
Damage Assessment
Evaluation of Liability Exposure
Claims Reports and Documentation
Policy Interpretation
Confidential Records Management
Policy Interpretation



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

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Education

UG: **B.Sc (Agriculture)** from **University of Agriculture Science, Bangalore** in **2001**
PG: **MS/M.Sc(Science) (Plant Pathology)** from **Ch Sarwan Kumar Himachal Pradesh Krishi Vishvavidyalaya, Palampur** in **2004**

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IT Skills

Skill Name	Version	Last Used	Experience
MS Office Suite			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Panjabi				
Pahari				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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