



Rani Kumari

Electronics & Telecommunication Engineer

Personal Information

DOB: 10th January 1990
Nationality: Indian
German Permanent Spouse
dependent visa (Full time working
visa)

Profile

A focused professional with 5+ years of experience in IT industry (Networking Support/Ui Path developer, Robotic Process Automation/Order Management/CRM).

Good at understanding the process and designing bots which is best suites the process to be automated.

Proficient in grasping new technical concepts and utilizing them in an effective manner.

Contact Information



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Educational Background

Ajay Binay Institute of Technology, Cuttack, India
Sept. 2011 – May 2015

- ❖ **Bachelor of Technology (B.Tech.)**
Electronics & Telecommunication Engineering
- ❖ CGPA: 7.45 (Indian Grading system)

Professional Experience

Network Operation Associate

Accenture Solutions Private Limited, Bangalore, India,
June 2018- November 2021

- Analysis of First business review and last invoice review of circuits
- Validation of network performance of the circuits using the ETMS tool
- Auditing of circuit works on the basis of circuit's nature and maintaining a database
- Producing network configuration information and analysis of configuration request
- Configuration on various Core products
- Pulling the dump through SAP and catalyst for configuration
- Responsible for analysing, validating and quoting the customer's install base information, reviewing of the order booked and then accordingly set up the renewal service contracts in Oracle.
- Providing regular incident and change notification (planned & unplanned) to impacted lines of business and senior managers with appropriate data including business impact, application affected and relevant details regarding incident resolution.

Processes Associate

Capgemini, Bangalore, India,
May 2017 – May 2018

- Responsible for Order management, contract renewals and quoting process
- TLA renewals update in TM and Create new TLAs for New Commodity Code
- Country wise Rules and Surcharges creation
- Training the new hires in the team regarding the process
- Handling escalation cases and resolving those on call with onshore

Practitioner Operations

Concentrix Daksh Services India Private Limited, Bangalore, India,
Jan 2016 – Apr 2017

- Managing customer escalations and routing them to owing unit
- Analyzing the process errors of the team and sharing the feedback with all team members
- Participating in various learning programs
- Recommending the changes required in product and process to Team Leader



Rani Kumari

Language Proficiency

- **English**- Full professional proficiency
- **German**- Basic proficiency, (A1)
- **Hindi**- Native proficiency

Other Skills

- Highly organized
- Focused and result oriented
- self-confident & Dedicated with a positive attitude
- Creative Thinking
- Team Player
- Work efficiently even under pressure

Hobbies



Yoga & Meditation



Movies



Creative Writing

Reference

Available upon request

Date: 02.01.2023

Rani
Kumari

Software Skills

- **Python**
 - Numpy
 - Pandas
- **Oracle 11i**
 - IB, RQF, OKS
 - OBIEE
- **Sales force**
 - SFDC
- **SAP**
- **Catalyst**

Computer Skills

- **Office Tool**
 - Microsoft office (Excel, Word, PowerPoint)
 - MS Project

Agile Skills

- **Jira**
 - Limited working knowledge
- **Confluence**
 - Limited working knowledge

Extra Curriculum

Activity

- Participated in different cultural fest conducted in University
- Organising member of Technical fest in university

Other Skills

- Good Communication Skills in English
- Strong Determination, Dedication, Self-confident, focused and result oriented
- Highly organized and dedicated with a positive attitude

Personal Interest

- Sports (Chess, Badminton),
- Reading Books,
- Watching Documentary Films,
- Interest in craft work