Sayali Vithal Ghugikar
**Email ID**: ghugikarsayali@gmail.com | **DOB**: 26 September 1991
**Mobile**: +91 8830921985

<u>Software professional with 5.5 years of experience involved in Analysis, Automation using PL/SQL and debugging of Production issues for clients in Telecommunications domain.</u>

## Professional Experience

**Organization:** Infosys Technologies Limited, Pune

**Experience:** July-2012 – Till Date

**Designation:** Senior Systems Engineer

# November 2012 – August 2013

**Project 1**: UK based Telecommunications Client

**<u>Roles & Responsibilities:</u>**

International design & Pricing Consultant.

- Perform given Project activities i.e. Pricing for MPLS, Private line, Internet access Products.
- Solely provide support for all Retail Pricing.
- Prepare templates and quotes for pricing.
- Responsible for communication with clients to resolve issues.
- Ensure the assigned project deliveries are completed on time , and performed as per the Role and client expectations in the project.
- Regularly conduct sessions for team and deliver project specific / domain trainings and documents.

# September 2013 – Present (Team Lead)

**Project 2**: Belgium based Telecommunication client.

Project deals with providing L2 and L3 Support and maintenance for the fixed line customers of Belgium, ensuring successful submission and completion of their orders.

- Currently managing a team of 5 resources. Assign daily tasks, analyze project flow, handling team's internal issues, performance management.

- Member of SLA Quality team responsible to monitor SLA adherence and KPI's.

- Publish SLA reports for governance and scorecards.

- **Write SQL procedures and functions to obtain results from the databases and analyze problem areas.**

- **Publish PL/SQL scripts for automating the cancel/cleaning flow**.

- Resolve Incidents in **HP Service Manager** by correcting **Data Quality problems** in databases.

- Assign tickets from queue to direct reports basis criticality.

- Identify Critical Issue and either resolve or escalate to the appropriate team responsible for handling such cases.

- Conduct and supervise team reviews.

- Conduct one on one performance appraisal with all direct reports.

- Execute root cause analysis and implement solutions for process improvement.

- Design and Publish process documents.

- Identify and raise Defects in HP Quality Centre.

- Unit testing before logging defects.

- Analyze data received through Service Performance Dashboard.

- Coordinate with Onsite team in case of issues and resolution.

- Conduct induction and mentor new team members.

- Provide inputs for process automation.

- Analyze client requirements and support change management communication.

- Plan and coordinate war room support.

## Area of Expertise

- **Operating Systems**: Windows XP/7, UNIX
- **Languages**: Object Oriented Programming, SQL, PL/SQL
- **Tools**: HP Service Manager, HPQC, Putty, Citrix, SLM tool, HPALM.
- **Database**: Oracle 10g, PL / SQL Developer.

## Trainings Attended

- Introduction PL/SQL
- Advanced PL/SQL_LA1109
- IMS Oracle DBA L1
- Introduction to Unix_LA1095
- Writing and Speaking Skills
- SLA awareness training
- Design Thinking

## Internal Certifications:

- IMS monitoring and Ticketing Tools
- IMS ITIL Service Desk and Incident management
- IMS Technologies Basics L1
- IMS ITIL Problem and change management

# Academic Credentials

| Degree/Certificate | Year of Passing | Institute | Percentage |
|---|---|---|---|
| BCA | 2012 | MITSOM College, Pune University | 67.5% |
| XIIth | 2009 | HOC International, State Board | 69.5% |
| Xth | 2007 | HOC International, State Board | 80.15% |

# Experience Summary

| Duration | Organization | Designation |
|---|---|---|
| July 2017 to Present | Infosys Ltd. Pune | Senior System Engineer |
| July 2015 to Present | Infosys Ltd. Pune | System Engineer |
| April 2015 to July 2015 | Infosys Ltd. Pune | Senior Operations Executive |
| October 2012 to April 2015 | Infosys Ltd. Pune | Operations Executive |
| July 2012 to October 2012 | Infosys Ltd. Mysore | Operations Executive Trainee |

# Certifications and Achievements

- **PEGA Certified System Architect 7.2**
- RnR (Rewards and Recognition) at Infosys Level
- **Star Player award** received twice by client.
- Was awarded **Player of the Month** for resolving highest number of incidents and blocked orders.
- Client Appreciation for Outstanding Performance and Valuable contribution by reducing backlog significantly.
- Team won **Platinum** award for the Best Team.

# Personal Details

- Languages known:     Marathi, English, Hindi, German (Beginner level certification)
- Marital Status:                Married
- Gender:                          Female
- Nationality:                     Indian
- Passport Number:            K1912750 valid up to 18th January 2022
- Permanent Address:        Siddharth Bungalow, 3rd Street-3rd Avenue, Serene Meadows, Behind hotel Bobby's, Anandwali, Gangapur Road, Nashik- 422013

I certify that the information furnished above is true and complete to the best of my knowledge and belief.

(Sayali Vithal Ghugikar)