**Sailakshmi Navaneetam**

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+47 929 97 633

**KEY QUALIFICATIONS**

I have 3 years of experience in Configuration management, inventory management and change coordination and Data analyst from India. I am responsible for data management processes, coordination, planning and reporting.

**Currently Pursuing:**

**Course:**  Front-End Developer

**Institution:**  JobLoop

**Duration:**  27/11/2023 - 26/11/2024

**Key Topics Covered:**

* HTML, CSS, JavaScript Advanced
* Responsive web design principles
* Front-end frameworks (e.g., React.js)
* Desining webpages using Figma
* Version control with Git, GitHub
* Building and optimizing web performance
* Testing and debugging practices
* **Back-End skills:** node.js, SQL

**Relevance to Career Goals:**

This course aligns with my career aspirations to transition into a front-End Developer role, and I am actively applying the skills learned to real-world scenarios.

**Language Course**

12.2021 – 10.2023 **Norwegain Language** at Johannes Læringssenter (A1-B2)

**WORK EXPERIENCE**

03.2018 – 01.2020 **Configuration management & change coordinator**, Vodafone Global Services, Bangalore, India

Reduce process downtime by automating using

VBA (**Visual Basic Analysis)**.

Create and process change request and conduct change management reviews with internal and external stake holders

Drive and chair the customer CAB calls.

Maintain the details of the CIs and its supplier, contracts, and the service infrastructures.

Updating the information into the Live Servers.

Carry out periodic audits, both internal and external, to ensure accurate data in CMDB.

03.2017 – 02.2018 **Reporting Consultant,** Vodafone Global Services, Bangalore, India

Collate and analyse required data from different sources.

Data formatting using Power Query, Advanced Excel.

Prepare reports related to Service Desk and IT Services using Power Bi.

Creating Data models, Visualizations, writing queries using DAX functions.

Distributing reports and Dashboards to customers.

10.2016 – 01.2017 **Reporting Consultant,** **Kelly Outsourcing and Consulting Group Private Limited, Bangalore, India**

Accurate and timely MIS reporting.

Data processing, cleaning, formatting and evaluation.

Remove duplicate numbers from data through Excel (tools and formulas).

Consolidate the data and sending reports to Manager

10.2015– 01.2016 **Customer service in Online Retail**

Provided exceptional support within the dynamic context of e- commerce.

10.2014– 01.2015 **Administrator in the public organization**

Managing administrative tasks to ensure the organisation runs smoothly and communicates effectlively on a daily basis.

Responsible for document management, schedule coordination and supporting overall organizational processses.

**EDUCATION**

10.2010 – 05.2014 **Bachelor of Technology** / Electrical and Electronics Engineering

Jawaharlal Nehru Technological University, Kakinada (India) **(Approved by NOKUT)**

06.2008 – 05.2010 **Board of Intermediate Education A.P.,** M.P.C / Sri Chaitanya

jr. College/ India

**COURSE**

08.2010 **C, C#.Net, ASP.NET, SQL**

05.2016 Advanced Excel, Cisco Certified Network Associate (CCNA) trained.

**ANNET**

**Certificates** **ITIL 4** Foundation in IT Service Management

**Computer skills** HTML, CSS, Figma, JavaScript, React, Node.js, MS Excel, Power BI, MS Word, etc.., VBA Macros, Cramer, Citrix, Boxi, InfoVista, Service now, Remedy, SharePoint

**Language**

**Telugu** Mother tongue

**English** Fluent oral and written

**Hindi** Fluent oral and written

**Norwegian** B2 certified both oral and written

**References**

*Alternative 1*

**Mette Hausken Mathieu**  B1 Norwegian teacher, Johannes læringssenter +47 95493115

*Alternative 2*

**Hilde Hadland** B2 Norwegian teacher, Johannes læringssenter +47 47758837