



SHIVANI NARAYANAN

Analyst

I have **2 years of experience** in IT Consulting and services at Wipro limited. Experienced in Manual testing on the Agile water fall development process, Identifying root-causes of customer issues, areas for improvement and providing valuable feedback to business and development teams. Working with other customer support teams to ensure a consistent and high-quality level of support. Providing innovative customer service to address billing, account access and authentication inquires and general resource management while keeping customer data safe.

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☎ 6383643070

📍 Salem, Tamilnadu

WORK EXPERIENCE

Analyst

Wipro India HR Private Limited

09/2021 - Present

Coimbatore, TamilNadu

IT Consulting & Services

Achievements

- Awarded as Shimmer from the manager as for quick and consistent learner.
- Awarded as Habit flagbearer - for Always communicating received from the senior manager for delivering the things properly.
- Delivered most critical tasks on time to our clients over the year.
- Received the best performer of the year award on annual performance metrics.

EDUCATION

Bachelors of technology in Information technology

KSR INSTITUTE FOR ENGINEERING AND TECHNOLOGY

07/2017 - 08/2021

Namakkal, Tamilnadu

CGPA

- 7.66

12th [PCCM]

Jothi Matriculation higher secondary school

06/2016 - 06/2017

Salem, Tamilnadu

Percentage

- 72%

10th

Jothi Matriculation higher secondary school

06/2014 - 06/2015

Salem, Tamilnadu

Percentage

- 93%

SKILLS

Manual Testing

AWS Basics

Html, CSS,

DBMS, SQL,

C,Python,java

Test Plan creations

GUI

JIRA

Preuba & Catalyst

ACHIEVEMENTS [AWARDS]

Habit Flagbearer - Always communicating (09/2022 - Present)

Awarded by Senior Mangers as Habit Flagbearer - Always communicating on 29-09-2022 at Wipro organization

Shimmer (07/2022 - Present)

Awarded as Shimmer by Mangers on 01-07-2022 at Wipro organization

Best performer of the team (04/2023 - Present)

Received top rank on the year end appraisals

CERTIFICATIONS

GUVI - HTML5 & CSS

Completed the course for web page developing on GUVI and received the certifications.

Amazon Cloud practitioner Badge

AWS Cloud Quest: Cloud Practitioner Issued by [Amazon Web Services Training and Certification](https://www.credly.com/badges/f9968615-d07c-4d85-be5a-8ee2320d4c98/email). <https://www.credly.com/badges/f9968615-d07c-4d85-be5a-8ee2320d4c98/email>

LANGUAGES

English

Full Professional Proficiency

Tamil

Native or Bilingual Proficiency

INTERESTS

Cloud

Testing

Web page developers

AWS

C, python programming

cooking

DBMS

SQL