

Gitanjali Gitanjali

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Sponsorship required to work in the US

Work Experience

Associate Professional Service Delivery Coordinator

DXC Technology (Microsoft Vendor) - Bengaluru, Karnataka

- Assigned for Microsoft Apps team. Created deals, Projects, and Engagement in CompassOne tool, handled Changepoint backend details, Axis requests, Created Microsoft contracts, update/modify data using Microsoft SQL Server.
- Work on SQL Database; Create the query to check the labor logged by the resources, tool access, level of access and for matching the data with the application UI and database.
- Identified Labor Management Tool /ESXP issues and solved issues like Labor entry uploaded in source system but while running the report it is missing in the UI or in the report, Transfer Labor, Delegate Labor approvals, Add/Adjust/Delete Labor using SQL and application UI troubleshooting.
- Managed Changepoint Invoice and expense, FRR Reconciliation reports, and Monthly FRR Reports
- Performed administrative responsibilities such as entering information into databases, producing simple statistical reports and presentations, and taking notes during meetings to document key activities; Verify information and revise reports as appropriate.
- Trained new hires on Microsoft applications and the workflow also generated KB articles and documents as per process change about MS Application for new hires and for reference.
- Analyzed organizational needs that require system support; gathers, compiles, and interprets information as well as assessing regulatory and risk issues.

IT Application Analyst

DELL International Services - Bengaluru, Karnataka

Award: On the Spot, FY19 Q2 Award Winner at DELL, Excellence @ Dell

- Played vital role and worked closely with management to prioritize business and information needs during DELL & EMC Integration
- Gained experience in lookups, pivot tables, VBA scripting and writing formulas in Excel
- Responsible in maintaining Dell& Emc database globally across the globe and providing the deliverables
- Created CSAT Report for IT Response Centre globally which provides the data about number of survey's been taken, CSAT count, NPS count, Survey Response Rate on daily basis which helped identify segment wise CSAT Response Rate and better arrangement for CSAT maintenance
- Presented stacks report status in the monthly meeting on the project among the team members
- Developed live Dashboards for monitoring all inbound calls which provides the data about number of calls offered, abandoned, SLA on hourly basis which helped identify peak hours and better staffing arrangements for SLA maintenance

Education

Master's degree in Data Science

Stevens Institute of Technology - Hoboken, NJ

September 2021 to Present

Bachelor's degree in Information Science

Bapuji Institute of Engineering & Technology

Skills

- Active Directory
- Microsoft SCCM
- Office 365
- Identity & Access Management
- Python
- Statistics
- Machine learning
- Outlook
- Microsoft SQL Server
- Change Management
- Incident Management
- ServiceNow
- Jira
- MySQL
- AWS
- SQL
- Software Troubleshooting
- Analysis skills
- Data warehouse

Languages

- English - Fluent

Awards

Excellence @ Dell

August 2018

Certifications and Licenses

Software Testing

Assessments

Logic & critical thinking — Highly Proficient

February 2021

Using logic to solve problems

Full results: [Highly Proficient](#)

Customer service — Highly Proficient

February 2021

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Attention to detail — Completed

February 2021

Identifying differences in materials, following instructions and detecting details among distracting information

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.