

BHAVNA PULLIAHGARI

10 WillSteven Drive, Scarborough, ON, M1G 1C4 | (647) 618-8077

bhavnareddy60@hotmail.com

PROFESSIONAL SUMMARY

- Over 1+ years of expertise in IT industry as **Technical Analyst** and **Application Support Analyst**.
- Experience in Database Development and Data Modelling such as Creation of **Tables, Stored Procedures, Views, Functions, and Indexes**.
- Excellent report creation skills using **Microsoft Excel** with VB scripting, macros, and SQL queries.
- Experience creating **Excel pivot tables** to manipulate large amounts of data to perform data analysis, ad-hoc reporting, and data manipulation to produce routine metrics and dashboards for the management.
- Proficient in design and development of various **Excel dashboards** like Bar Graphs, Scatter Plots, Pie-Charts, Dual Axis, and Area Charts.
- Developing and maintaining **Data architecture** and **Data models** for the organization using draw.io and visual paradigm.
- Experience working with **ServiceNow** incident management tool to resolve and escalate client issues.
- Experience in developing and maintaining **technical documentation**, knowledge base, and specifications for new procedures.
- Experience working with **project management tools** like JIRA, Zoho, Confluence, Trello, and Azure DevOps.
- Basic knowledge on DNS, VPN and TCP/IP network.
- Competent in **HTML** coding and **Web Development**.
- Strong knowledge on Data Imports, SSIS packages, Azure and Tableau software.
- Strong knowledge on Agile and Waterfall software development methodologies.
- Knowledge of Software Development Life Cycle (**SDLC**) and Software Testing Life Cycle (**STLC**).
- Excellent **verbal and written communication skills** combined with interpersonal and conflict resolution skills and **possesses strong analytical skills**.
- Strong problem solving and troubleshooting skills both independently and as a team.
- **Quick learner** and **proactive team member** with good communication skills.

TECHNICAL SKILLS

- **Programming Languages:** C#, Java, VBA, SQL, T-SQL, .NET
- **Web Technologies:** HTML, XML, CSS
- **Operating Systems:** Windows 10/8/7, MS-DOS
- **Cloud Technologies:** Amazon Web Services, Azure, Heroku
- **Databases:** MySQL, Microsoft SQL Server, MongoDB
- **Packages:** MS Office, Microsoft Office Suite, Microsoft Office SharePoint Server
- **Environments:** Visual Studio, SSDT, SQL Server Management Studio and Eclipse
- **Other Tools & Technologies:** JIRA, GIT, Confluence, Zoho, Azure DevOps

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WORK EXPERIENCE

Client: HSBC Canada

May'18 – Sep'18

Role: Canada Product Analyst Intern

Responsibilities:

- Worked across support, business analysis and development team in Cash Equities and Trades Team
- Assisted in Front to back technology support for Cash Equities Trading
- Gathered requirements by interacting with business analysts and development team to create functional reports.
- Designed reports using VBA-Visual Basic for Applications programming language with Microsoft Excel, SQL queries and Sybase
- Executed and tested required SQL queries and reports before implementation
- Documented steps, observations and results within JIRA and Confluence
- Experience in data modelling techniques like creating stored procedures, functions for quick retrieval of data onto Excel sheet using VB scripting and macros

Environment: Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Visio

Client: CIBC

Sep'17 – Apr'18

Role: Test/Technical Analyst Co-op

Responsibilities:

- Efficiently resolved clients' operational and technical issues of CIBC interface.
- Troubleshooting and providing Level II support under Application Support Operations team.
- Initiated accurate solution to resolve system and infrastructure application errors.
- Resolved/Escalated tickets for Production, Development, Testing issues to appropriate teams.
- Performed DNS changes by running bash scripts.
- Resolved password issues, stuck payments for customers over the phone and emails
- Maintained accurate records and logs of each call, email, and ticket issue in incident management tracking tool
- Responding, monitoring, and tracking incidents for development and production teams.
- Developed custom reports to track the tickets that have been created, closed and still in progress using ServiceNow
- Troubleshooted reoccurring issues, created and maintained documentation for the procedures
- Performed daily/weekly backups and updated daily reports.

Environment: ServiceNow, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft SharePoint

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EDUCATION

Advanced Diploma: Software Engineering Technology

Jan'17 – Apr'19

Centennial College, Toronto, ON

- GPA – 3.9 /4.5
- Relevant courses taken – Fundamentals of Computer Networks, Software Testing & Quality, API Engineering & Cloud Computing, Software Security, System Integration, IT Project Management, and Data Security & Privacy

Bachelor of Technology: Computer Science and Engineering

Aug'11- July'15

Jawaharlal Nehru Technological University, Hyderabad, India

TECHNICAL PROJECTS

Online Survey Creator – Poll-IT

- Created a website using Angular and Node JS to make surveys and check results for collecting feedbacks
- Collaborated with a team of two people for the semester project
- Developed UML diagrams, wireframes and created documentation for the project
- Constructed landing pages with customized buttons, icons and functionalities using HTML, Bootstrap, Font-awesome and JavaScript
- Developed a login system by coding the register, login and session components for security purposes using MongoDB and JavaScript
- Used GitHub for version control and integrated with Heroku
- Deployed the final product onto a live cloud platform – Heroku

Food Homie

- Created a web-based application using C# and ASP.Net Core that helps in connecting customers to home-based cooks who provide food at reasonable prices
- Used SCRUM methodology in developing the project with 6 other team members
- Built a user-friendly UI and navigation for different users using bootstrap
- Developed the front-end interface using HTML, CSS, and JavaScript
- Implemented role-based user authentication and exception handling
- Developed Use cases, Mock UI, User stories and Project documentation

CERTIFICATIONS

- Business English Certification (BEC) from Cambridge University
- Microsoft Technical Associate Certification, .NET
- Microsoft Certified Professional, .NET