

SHWETA MAINDE

shwetmainde22@gmail.com | +91-8857984759 | Pune, India

SUMMARY

5+ years of experience as Sr. Analyst - Functional Support. Proven in Ensuring Application Support, Functional Support and Bug Tracking. A proactive team player dedicated to aligning systems with business goals and driving innovation.

SKILLS

- Functional Support
 - Application Support
 - Microsoft SQL Server
 - Functional Testing
 - Analytical Thinking & Problem Solving
 - Stress Management & Team collaboration
 - Reliability & Multitasking
 - Interpersonal Skills & Quick Learning
 - Attention to Detail & Problem Management
 - Initiative & Independent Work
 - Workload Management
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WORK EXPERIENCE

Dec 2018 – Mar 2024

Senior Analyst - Functional Support,
Paysquare Consultancy Ltd, Pune

Project: My payroll

Roles and Responsibilities:

Application and Functional Support: Provide support for software applications by handling critical processes like Problem Management, Change Management and Application Enhancements to ensure smooth operations.

Manager Support & Team Collaboration: Assist senior managers and work as a team member on complex requirements as well as help with ongoing development projects or tasks under review.

Internal System Operations: Manage internal queries, create new company setups, design payroll systems and troubleshoot issues in web applications.

Software Development & Testing: Work closely with the development team to understand software testing processes for application updates or fixes.

Team Support and Leadership: Collaborate with team members, managers, engineers and QA specialists to ensure project success. Provide guidance and support to junior team members.

Database Management: Experienced in working with Microsoft SQL Server and performing SQL queries to maintain, update and retrieve data from databases and stored procedures.

Error Log Analysis: Skilled at analysing and understanding error logs to identify and resolve issues quickly.

EDUCATION

2017

M.Sc. In Computer Science

Sant Gadge Baba Amravati University, Amaravti, Maharashtra

2015

B.Sc. In Computer Science

J.B. Collage of Science, Wardha, Maharashtra

LANGUAGE

- English
 - Marathi
 - Hindi
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DECLARATION

I hereby declare that all the details provided above are true to the Best of my knowledge.

Shweta Mainde

