

# Lakshmi Sowjanya T

Information Technology Analyst

E-Mail: [sowjanya750@gmail.com](mailto:sowjanya750@gmail.com)

Phone: +918309966598

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## Objective:

An Info Technology Analyst with 4.3+ years of experience Looking for a challenging role in a reputable organization to utilize my skills in technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

## Academic Profile:

- B. Tech, EEE, Kallam HaranadhaReddy Institute of Technology, JNTUK (2014-2018) with 77%
- Intermediate, MPC, Narayana Junior College, Guntur (2012 - 2014) with 92.5%
- SSC, St.Ann's English Medium School, Guntur (2012) with 93%

## Technical Skills:

- Programming Languages: UC4, C#, .NET, ASP.NET
- Database: SQL,PL/SQL

## Soft Skills:

- Verbal & Written Communication
- Time Management
- Teamwork
- Flexibility
- Problem-Solving
- Attention to Detail

## Work History:

**Company:** NTT DATA GLOBAL DELIVERY SERVICES

**Designation:** Info Technology Analyst

**Duration:** March 2019 - Till Date

### **Professional Summary:**

4.3+ Years of Experience in SE2 Insurance Project.

Various roles including **Software Development Senior Associate/ Info Technology Analyst** and Project member of run team deployments/migrations.

Experienced in Insurance Background Cycle professional, dedicated to providing high quality services and positive results. Well versed in workflow analysis creating and modifying in application concern. Proven ability to leverage technology to achieve organizational objectives. Issue findings and resolving, standardization and optimization.

### **Roles and Responsibilities:**

- Workflow assessment of Insurance cycle operations including Cycle work, Incident Management, Code modifications, Deployment/Migration and decommissioning activities.
- Continuous monitoring of different applications like Common Transaction Layer (CTL), Electronic Trading Platform (ETP), 403B, Billing Documentations, Runbook preparation, presentations and Cab meetings and application support.
- Development and delivery of Incident findings (Incident management) and report including project summary timelines relative to implementation of system functionality and best practices.
- Involved and conducted Scrum meetings, provided resolutions through problem management tickets (for re -occurring tickets), Worked on WSR, other scrum activities and artifacts in collaboration with the team. Proven ability to leverage technology to achieve organizational objectives.

### **Highlights:**

- Risk Assessment and Workflow Analysis expertise.
- Strong background in Insurance Cycle and PROD Support, Fixing Data Issues.
- Experience in Managing the issues by meeting SLA's.
- Troubleshooting day to day incidents.
- Responded to customer support tickets via email and live chat platform.
- Deployed issues in QA as well as production and tested many TAS.
- Good at SQL & PL/SQL Query Optimization, Server Migration, Decommissioning, and .NET configuration update activities.
- Good at Report building/updates, ETL process, JIRA tasks, fixes on Access/Site Launch/tab issue debug at websites.

### **Application Experience and Certifications:**

- Trained in **IBM MAINFRAMES TECHNOLOGY (JCL, COBOL, SQL DB2,VSAM).**

- .Net Framework with effective C#, .NET MVC, Web applications, • Monitoring Level – SQL/TSQL, BMC Remedy Incidents.
- Optimization / Query Fine tuning, Automations, AWS Migrations/Upgrades & Deployments, Solar Winds, TFS, UC4 Monitoring, Application Production health check, maintenance, modifications, and updates.
- Adept knowledge of Software Development and Test Life cycle, Bug Life Cycle, and Migrations. Expertise in End-to-End testing methodologies that includes Functional, Non-Functional and Regression testings.
- UC4 Monitoring, Application Production health check, maintenance, modifications, and updates. • Advanced .Net Developer Program
  - Dot Net Developer Certification
  - Angular and AWS basic training certification
  - Level 1 - DevOps Certification Program
  - NTT DATA Agile and Scrum Internal Program
  - Insurance Foundation Program
  - Insurance Advanced Program
  - ITIL Foundation
  - DEVOPS and .Net Refactoring Basics.

### **Personal Profile:**

Father Name : Venkateswarlu T

Mother Name : Sivakumari T

DOB : 30-05-1997

Place : Guntur, Andhra Pradesh

Nationality : Indian

Languages known : English, Telugu and Hindi

### **Declaration:**

I do hereby declare that all the above information presented is valid and true according to my knowledge.

(T. LAKSHMI SOWJANYA)