



# Sangeetha

Expertise in Documenting and Effectively at managing team members to accomplish business goals Seasoned Project Coordinator | Cross-Functional Collaboration | On-Time Deliverables Seasoned Project Coordinator | Cross-Functional Collaboration | On-Time

## GET IN CONTACT

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## PERSONAL DETAILS

- Total Experience 8 Years
- Current Location Chennai
- Date of Birth Jul 24, 1989
- Gender Female
- Marital Status Married

## SKILLS

- Six Sigma Green Belt
- Quality Control
- Confluence
- AWS
- ITIL
- ITSM
- Salesforce
- Uipath
- Six Sigma Yellow Belt
- Devops And Deployment
- Service Management
- Incident Management
- Configuration Management
- Customer Support
- Problem Management
- Incident Management
- Incident Management Manager
- Development Team Leadership
- Release Planning And Management

## TECHNICAL SKILLS

- Ui Path
- ITSM
- Six Sigma Green Belt
- Jira / Confluence
- Incident Management

## LANGUAGES KNOWN

## PROFILE SUMMARY

Seeking a challenging position in the IT industry, where my talent skills will be put towards successful achievement inclined to professional growth. Expertise in Documenting and Effective at managing team members to accomplish business goals

## EDUCATION HISTORY

### Graduation

Course	B.Tech/B.E.( Computers )
College	Anna University
Year of Passing	2010

### Class XII

Board	Tamil Nadu
Medium	English
Year of Passing	2006
Grade	80-84.9%

### Class X

Board	Tamil Nadu
Medium	English
Year of Passing	2004
Grade	80-84.9%

## WORK EXPERIENCE

Jul 2021 to Present

**Senior Specialist application support, quality , Incident Manager and Release Management at Kone Elevators India Pvt Ltd**

- Led incident response efforts for critical IT and operational incidents, including system outages, security breaches, and service disruptions.
- Collaborated with technical teams, including Network, DevOps, and Security, to promptly assess incidents, identify root causes, and implement corrective actions.
- Developed and maintained incident response plans, ensuring team readiness and adherence to industry best practices.
- Established communication protocols to keep stakeholders informed throughout incident resolution, minimizing downtime and business impact.

- Tamil
  - English
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## **COURSES & CERTIFICATIONS**

- Six Sigma Yellow Belt Certification
  - AWS Cloud Practitioner By Linux Academy
  - Six Sigma Green Belt Certification
  - AWS Partner Accreditation
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## **SOCIAL LINKS**

- <https://www.linkedin.com/in/sangeetha-mani-2a180961/>

- Monitored incident trends, identified recurring issues, and worked on proactive solutions to prevent future incidents.
- Coordinated post-incident reviews to analyze the effectiveness of response procedures and implemented continuous improvement measures.
- Trained and mentored team members on incident management protocols and best practices.
- Maintained incident documentation, including incident reports, response plans, and post-incident reports.
- Collaborated with third-party vendors and service providers to resolve incidents and ensure SLA compliance.
- As an App support/Project coordinator, analyzes and onboards the critical monitoring projects and Application enhancements from stakeholders and coordinate with multiple technical team and operation team for smooth onboarding to the respective team.
- Experience in supporting software tools like Splunk, Confluence, Jira, and internal KONE tools for provisioning in AWS portals, etc.,
- Requirement gathering, collaborating with stakeholders and business, and converting it to deliverables to satisfy customer needs.
- Ability to analyze and onboard the logs and data to the monitoring application and set the various monitoring like Infra, Synthetic, and business process monitoring.
- Experienced in working on Agile methodology and performing scrum master activities. Acted as L2 support, assisting the stakeholders and customers on the day-to-day issues, and providing the resolution on a priority basis.
- Worked with stakeholders across the country to gather requirements for new systems and reports. Derived and tracked action items to ensure the project is completed on time and with minimal downtime to the client
- Experienced auditor focused on improving business compliance, workflow, and processes through detailed audits and optimization recommendations.
- Prepared monthly ad hoc reporting in alignment with client needs.
- Gathered data from multiple sources to research economic indicators analyze key metrics, and track industry trends.
- Analyzed reporting functions and efficiency to reduce error rates and increased efficiency Coordinated monthly meetings to discuss resolutions for exception reporting.
- Been an effective 5s Auditor for the organization KMOC
- Created and maintained comprehensive release plans, ensuring alignment with business goals.
- Led a high-performing development team, providing technical guidance and mentoring.
- Conducted code reviews to ensure compliance with coding standards and best practices.
- Implemented and enforced release management processes, ensuring timely and quality releases.
- Spearheaded process improvement initiatives, optimizing development and release workflows.

Apr 2013 to Jul 2017

**Senior Process Associate at Sutherland Global Services**

- Proficient in handling inbound, outbound, and Escalation calls.
- Provided timely and effective technical assistance to customers via phone, email, and chat, resolving technical issues and ensuring customer satisfaction.
- Diagnosed and troubleshooted software and hardware problems, guiding customers through step-by-step solutions and addressing technical concerns with patience and professionalism.
- Collaborated closely with the development team to escalate complex technical issues, ensuring prompt resolution and communicating updates to customers.
- Maintained a comprehensive knowledge base of products, software, and troubleshooting techniques, consistently staying up to date with the latest technology trends and updates.
- Prioritized and managed a high volume of incoming support tickets using a ticketing system, ensuring accurate documentation, tracking, and follow-up on each case.
- Assisted in the creation and maintenance of user guides, FAQs, and troubleshooting documentation, enhancing customer self-service capabilities and reducing support request volume.
- Conducted remote desktop sessions to provide hands-on technical support, effectively guiding customers through software installations, updates, and configurations.
- Application automation by UI Path and internal tool of Smart Robot and Smart Leap RPA.
- Region mode to automate in Citrix-based application. Designed, developed, and deployed RPA solutions using UI path, streamlining, and automating critical business processes to enhance efficiency and reduce errors.
- Experienced in administrating the Virtual Robots (VM Sphere) through Control Centre.
- Customized report highlighting process status for each record.
- Email notifications of completed Records and customized exception handling.
- Able to support and drive change management of existing processes as per new requirements using a structured change control process.
- Managing the day-to-day activities of the team.
- Conducting training for team members to maximize their potential.
- Responsible for driving the creation and improvement of standardized work.
- Developing and implementing a timeline to achieve targets.
- Handle escalated customer calls and assist the agents to take calls in the premium queue and use customer service tools.
- Have a positive and constructive attitude.
- Web Application, Desktop, and Citrix-based applications projects have been done.
- Collaborated closely with business analysts and

stakeholders to identify automation opportunities, analyze process workflows, and gather requirements for RPA projects.

- Created detailed process documentation, including process maps, business rules, and technical specifications, ensuring a clear understanding of automation objectives.
- Conducted thorough testing of RPA workflows and scripts to ensure accuracy, reliability, and optimal performance, resolving any issues before deployment.
- Integrated RPA solutions with various systems and applications, ensuring seamless data flow and compatibility across different platforms.
- Optimized existing RPA processes for performance and scalability, utilizing process analytics and monitoring tools to identify areas for improvement.
- Provided technical support and troubleshooting for deployed RPA bots, quickly addressing any issues to minimize disruptions and maintain business continuity.
- Collaborated with IT and security teams to ensure RPA solutions complied with company policies, data privacy regulations, and cybersecurity standards.
- Trained and mentored junior RPA developers, sharing best practices, providing guidance on automation design, and fostering skill development within the team.
- Led initiatives to continuously evaluate emerging RPA technologies, tools, and methodologies, recommending and implementing enhancements to stay at the forefront of automation trends.

Jan 2012 to Apr 2013

#### **Customer Interaction Executive at Reliance Communications**

- Acted as the first point of contact for customers, providing friendly and empathetic assistance via phone, email, and chat to address inquiries, resolve issues, and ensure a positive customer experience.
- Listened actively to customer concerns, demonstrated patience, and provided accurate information to address questions about products, services, billing, and technical troubleshooting.
- Effectively managed and maintained a high volume of incoming customer inquiries, utilizing a ticketing system to log, track, and resolve issues in a timely manner.
- Demonstrated product knowledge and a deep understanding of company offerings to guide customers in making informed decisions and upselling additional products or services where appropriate.
- Collaborated closely with internal teams, including sales, technical support, and billing, to resolve complex customer issues that required cross-functional expertise.