

Anchal Saxena

Senior Software Engineer

A meticulous professional with 3+ years of experience in Data analytics and Reporting, ETL process, Incident management, ServiceNow Dashboard development and automation. End to end exposure to IT industry and experience of managing various offshore clients in Retail Industry and Insurance industry. Strong analytical skills with exposure to leading post incident investigation and drive future corrective actions



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WORK EXPERIENCE

Accenture

Application Stores Program

Achievements/Tasks

- Implemented and executed major incident management processes including invocation, ownership, escalation, communication and restoration of service.
- Prepared documentation and reporting for executive team on a weekly, monthly and quarterly basis using ServiceNow tools.
- Analyzed issue and developed SLA using ServiceNow Tool.
- Created Dashboards, widgets, indicators and Reports in ServiceNow Tool.
- Created Record Producers and Knowledge articles using ServiceNow Tool.
- Maintaining SSIS packages for ETL processes.
- Provided troubleshooting and support for failure of ETL processes on SQL Server Management studio.
- Extraction of data using SQL queries for ETL process.
- Tableau Dashboard for Viewing the sales reports after monitoring of workflows running on Automic tool.
- Communicating with Clients to get requirements and understanding of the application ,documenting them in confluence page .

Accenture

ADS offshore Reporting

Achievements/Tasks

- Worked on Eloquence Tool , which is Used to prepare Letters For Hospitals.
- Letter Contains Description Of Patients (Personal Details, Disease Details).
- Build Flow Charts for each Components of Letters .
- Developed Components for Each Letters.
- Analysis and Visualization of data on Advance Excel(Pivot table and Power query).
- Worked using Agile Methodology using JIRA Service Management.

EDUCATION

Bachelor of Technology

IMS Engineering College

05/2014 - 05/2018

78%

Courses

- Information Technology

SKILLS

Able to work in fast-paced environment

Good oral and written communication skills

ETL Maintenance & Repair

Incident Management

Major Incident Management

Tableau

ServiceNow

SQL

PERSONAL PROJECTS

SMART COMPLAINT SYSTEM

- Description: Android based Complaint management mobile app for rural area Schools with infrastructure problem . It provides ability for users to update data on app which directly gets shared to the Area Head.
- Responsibilities : Developed UI Pages using HTML, XML involvement in development of various modules by using Core JAVA, Android , HTML & CSS , XML

TOOLS

ServiceNow

Full Professional Proficiency

SQL Server Management Studio 2016

Professional Working Proficiency

Workflow Management Tool - Client Specific.

Full Professional Proficiency

Tableau

Limited Working Proficiency

Excel

Full Professional Proficiency

INTERESTS

Dance

Mandala art Painting