**CURRICULUM VITAE**

**Sushma Upadhye**

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**EDUCATIONAL QUALIFICATION:**

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| --- | --- | --- | --- | --- | --- |
| **Class** | **Board** | **Institute** | **Place** | **Year of Completion** | **Percentage(%)** |
| **M.Tech (Software Engineering)** | **JNTU, Hyderabad SLC’s Institute** | **SLC’s Institute of Engineering and Technology** | **Hyderabad, Telangana** | **2017** | **75%** |
| **B.E (Computer Science)** | **VTU, Belgaum** | **BKIT(REC) Bhalki** | **Bhalki, Karnataka** | **2004** | **65%** |
| **X11 Std** | **State Board** | **Guru Nanak Pre-University College, Bidar** | **Bidar, Karnataka** | **1998** | **55%** |
| **Xth Std** | **CBSE Board** | **Guru Nanak Public School, Bidar** | **Bidar, Karnataka** | **1996** | **60%** |

**Work Experience –**

**1.Working as Senior Team Leader in Mahindra Business Solutions (MIBS)**

**From Jan 2022 – Till Date**

**Manage a team of 13 members, 11 are Quality Analyst and 2 are Trainers**

**2.Worked as Quality Officer**

**From Dec 2018 - Dec 2021**

**Designation:** Quality Officer

**Organization:** Mahindra Insurance Brokers Limited, Solapur, Maharashtra

**Present Role:**

* This includes Daily Call Audit and Daily Feedback given to executives.
* Weekly thrice Call Calibration is done based on category (Grouping A, B & C) Executive performance.
* Call Calibration is firstly done for C grouping and then B and if required A grouping if any issues with calling.
* Weekly Report is published and Fortnite meeting is done based on Report and performance.
* Monthly Quality Report is published, and monthly meeting is conducted along side Team Leaders and Executives.
* It’s an insurance process so 1% and 3% Compliance Call Audit is done month on month.
* Timely feedback report given to trainer and prepared TNA and TNI report, then is given to trainer for further any improvement.

**3.Worked as an Assistant Professor**

**From Jan 2017- Till Apr 2018**

**Designation:** Asst.Professor, Dept. of Computer Science and Engineering,

**Organization:** Satyam Learning Campus (SLC’s institute of engineering and

-technology) *Affiliated to JNTU, Hyderabad.*

**4.Worked with HP Global Solution Center (HP GSCB), Bangalore IPG**

**From Nov 2007- Dec 2010**

Worked for an international voice process which deals with troubleshooting of desktops,

laptops and printers as well. This includes installation and connection of Printers, fax, and scan.

Also dealt with replacement of printers. Handled network related queries and resolved

effectively.

**5.Worked with Intertitle, A division of First India Corporation**

**From June 2006- Till Oct 2007**

Worked as a Quality Analyst. This includes creating Title Reports for US Clients in regards with

Full Time Search (purchase Transactions), Refinance Transactions, Owner and Encumbrance

reports, Lien, and Judgement information.

**Technical Training-**

Completed Software Testing course at UnicSoln, Punjagutta, Hyderabad, Telangana

Knowledge in SDLC, STLC and Defect Life Cycle.

SQL-Basics, Select Statement, Joins, Sub Queries, Update, Create Statement

Platform-Windows 2000, XP, and Windows 7, 8.

**Achievements-**

* Participated in college and school level Essay competition and received applauds.
* Event organizer in school annual day functions and other technical events.

**Strengths -**

* Able to work in a team
* System and Operational Analysis
* Good Communication Skills
* Active learning and Critical thinking

**Personal Details –**

**Name :Mrs Sushma Upadhye**

**Gender :Female**

**Date of Birth :26/12/1981**

**Marital Status :Married**

**Present Address :Shree Bhagwati Towers**

**6th Floor, Flat #602**

**Opp Devika Gas Agency ,Jule Solapur ,MH**