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| **Deepmala Manna**  **Software Engineer 2, IT** | | | | |  | **888-425-7789**  [**Dmanna06@gmail.com**](mailto:Dmanna06@gmail.com)  **SNN Raj serenity. A3-503, Begur, Bangalore, India** | | | |
| * Detail-oriented, organized, and meticulous employee with 12 years of work experience. Works at a fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success. * Proven record of transforming specific business goals related to growth and efficiency. * Proficient in best practices, leadership strategies, and employee motivation to boost productivity and job performance. * Well-coordinated in addressing problems, investigating root causes, and implementing successful resolutions. * Adherence to data governance standards of the company. Experience in storytelling with data. Knowledge of principles of dashboard design. Uses judgment within defined practices and procedures. Implements work plans and schedules as assigned. Full use and application of standard principles, theories, and concepts. Understand business environment & processes. Provides solutions to a variety of problems of moderate scope and complexity. Uses tools appropriately with technical guidance and Completes tasks and assignments under normal supervision. Demonstrates self-initiative. The sphere of influence is primarily limited to the immediate work group. | | | | | | | | | |
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|  | **PROFESSIONAL PROFILE** | | |  | | | | | |
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|  | **Software Engineer, IT**  *Dell Technologies, Bangalore* | | | | | | | *July 2020 – Present* |  |
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| * Preparing Test Suite and Data preparation for UAT Testing (Agile Methodologies) * High Level and Detail Test case designing for all scenarios. * Defect Reporting and retesting of fixes. * Attending defect Triage calls/Program calls and providing UAT support. * Understand the functional and business requirements * Escalation of critical issues, and risks to Customers and Project Manager. * Updating the testing status in program calls and TFS. | | | | | | | | | |
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|  | **Analyst, Business operations**  *Dell Technologies, Bangalore* | | | | | | *June 2016 – July 2020* | |  |
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| Audit & calibrations activities:   * Worked closely with our APJ & EMEA stakeholders making business recommendations and influencing stakeholder * Worked with the voice and analytics tools to gain insight into consumer behaviour/ sentiment * Audits – focus on problem areas like hold & dead air, customer handling skills, resolution capability (agents, sites, manager wise) * Defining requirements and using data and metrics to draw business insights, acting as a catalyst for change/ improvement in performance & Quality. Analytical thinking to deal with stakeholders * Upload regular status reports in SHAREPOINT     Reporting & Analytics:   * Trend, correlative analysis, RCA & storytelling * Policy/Process change tracking and measurements. * Track partner performance week on week * Audit Form testing * Building new form based on policy and process changes * Extended team support (scrubs, Audits Etc. Coaching & Training on global audit guidelines) * Produce standard daily, weekly, and monthly reports with minimal variance * Provide key reports to the team * Ensure timely and accurate delivery of reports * Troubleshoot issues with standard reports and collaborate closely with customers on reporting difficulties * Develop lower complexity analysis and publish through well-developed interfaces like Excel, Access, and BI standard interface | | | | | | | | | |
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|  | **Client Tech Support Associate**  *Dell Technologies, Bangalore* | | | | | | *Feb 2011 – June 2016* | |  |
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| * The primary job role of analysing hardware and software-related issues with the computer and providing resolution over the call. * Upsell warranties and retain existing customers to increase brand loyalty. * Worked as a resolution calling back agent, with the primary job role of calling back the customers for resolution confirmation and to help with existing issues (If any). * Worked as a chat support agent, resolving computer-related issues * Mentored the team of 15 members which included chat audits, technical help, monitoring the chat queue, and handling escalations. * Publishing daily productivity reports for the core team members * Analysing the team’s weekly AHT to keep it under control  |  |  |  |  | | --- | --- | --- | --- | | **Tech Support Associate**  *Wipro BPO, Kolkata* | *Jan 2009 – Dec 2010* | |  | |  | |  | | | | * Worked as a tech support associate supported HP desktops for U.S based customers. * Helped customers with hardware and software issues * Upselling and cross-selling to meet client goals. | | | | | | | | | | | | | | |
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|  | **EDUCATION** |  | | | | | | | |
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|  | **Manipal University, Jaipur – BCom** *(Pursuing)* | | | | | | *April 2022* | |  |
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|  | **ADDITIONAL SKILLS** | |  | | | | | | |
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| * Agile Project Management * Business Process * Business Systems Analysis * Basic SQL * Business Process Improvement * Customer Relationship Management * Intermediate Microsoft Power BI * People management & organizational skills * Stakeholder Analysis * Business Acumen * Written Communication | | | | | | | | | |
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