

# GREESHMA VEDAGIRI

Visa status: Stamp 1G

Email: [greeshmavedagiri@gmail.com](mailto:greeshmavedagiri@gmail.com)

Mobile: +353892704420

Dublin, Ireland

---

## CAREER SUMMARY

- Software Engineer with 4+years of experience with strong background as a Product Support Engineer and SQL developer. Proven track record of providing exceptional customer support, resolving technical issues, and improving product functionality.
- Skilled in SQL query optimization and database management. Excelled as a data analyst intern, gaining proficiency in data extraction, visualization, and insights generation. A decided problem-solver with a passion for utilizing data to drive informed decision-making
- I am skilled with data Integration tools like SSIS, and Informatica to analyse the data, which involves data modelling, data cleaning, and migrating the data from one stream to different streams and improving accessibility. Reporting tools like Tableau, SSRS which help in generating company reports from multiple data sources.

## PROFESSIONAL EXPERIENCE

**Product Support Associate – SAP, Dublin, Ireland**

**July2022 – Present**

- Analyse and resolve issues reported, regarding program corrections, database inconsistencies, troubleshooting issue related to system upgrades such as Cloud, S4HANA, Fiori.
- Debugging the issues related to the customer and understand the certain behaviour in SAP ERP and identify the customising options using SAP internal debugging tools.
- Strong understanding of IT service desk solutions and related technologies.
- Organize meetings to educate customers about the product and providing accuracy, readability, completeness, and consistency of data to the clients.
- Develop technical solutions to be posted to both internal and external knowledge base.
- Collaborate closely with business development team and support the team with new troubleshooting tips and other actions that involve improving our product.
- Follow the SLA for issues with respect to the severity.
- Working with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Following up with clients to verify optimal customer satisfaction and to strengthen relationships and gather insights.

**DATA ANALYST - PariTechSoft, Karnataka, India**

**Jun 2020 - Dec 2020**

- Worked on ETL technology, designed mappings, and processing the ETL functions on it and business intelligence knowledge.
- Implemented business logic parameters for model execution.
- Implemented Excel and SQL extensively for raw data collection, procured and formatted data from data warehouses according to in-house standard convention for data processing.

- Created interactive filters, parameters and calculations for dashboards and worksheets in Tableau.
- Worked in Agile methodology using Jira integrated tool which helps in tracking the updates.
- Assisted in troubleshooting network, cyber-security and non-standard software and hardware related issues.
- Assessed business requirements to create focused solutions.
- Scheduled data extraction and processing tasks, aiding in eventual deployments.
- Presented business objectives with estimation of ROI to drive project planning.

**SQL DEVELOPER - Vedantu, Karnataka, India**

**May 2019 - Jun 2020**

- Identified data streams and reviewed data models and based on issues executed complex SQL queries
- Ensuring database security, integrity, stability and maintaining database backup and recovery infrastructure.
- Designed and developed customized extract, transform and load (ETL) applications and merging from different tables using SQL as per client specifications.
- Monitored the performance of the database, regularly checking on the execution time to ensure the delivery of quality projects and operations.
- Identified procedural areas of improvement through customer data.
- Participated in daily status meetings, and conducted internal and external reviews with consent teams and documented the proceedings.
- Analysed existing SQL queries to identify opportunities for improvements.
- Resolved complex business issues, proposing long-term solutions to avoid repeat problems.
- Performed regular database backups to prevent information loss.
- Implemented system enhancements to design and develop solutions to address problem reports.

## **EDUCATION**

**M.Sc. in Data Analytics, Dublin Business School, Ireland (1:1 Honours)**

**Jan 2021 - Feb 2022**

**B.Eng in Computer Science, JNTUA, India**

**Jul 2015 - Oct 2019**

## **SKILLS**

- Programming: Python, SQL, R, HTML, CSS
- Database: SQL server and Oracle
- Tools: Excel, Jira Integration, RapidMiner, ABAP debugger
- ETL Tools: SSIS, Informatica.
- Reporting Tools: Tableau and SSRS
- Learning Big data technologies like SPARK, HIVE and AWS cloud technology

## **CERTIFICATIONS**

- Data camp Certification: SQL, Python, Machine Learning
- SAPTEC certification, SAP BC400 certification