Mandira V Priyadarshini

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Skills

- **Core:** Adobe Experience Manager, Splunk, ServiceNow (Help Central), Certificate Management, and Linux.
- **DBMS Tool:** Oracle SQL Developer
- **Application of GenAI:** Google Gemini for Workspace, Microsoft Copilot for 365, and OpenAI ChatGPT.
- **Productivity:** Google Workspace, Microsoft 365, Apple iWork, Salesforce Quip, Slack, and Wrike.

Experience

Sapiens, Bengaluru (November 2020 - Present)
Project Management Office (PMO) - Senior Analyst

Tata Consultancy Services, Bengaluru (November 2020 - Present)
Project Management Office (PMO) - Technical Support Executive / Technical SME
Apple Inc. Production Support (APS)

- **Optimized customer support operations** by refining workflows and fostering **cross-functional collaboration**, achieving a **65% first-call resolution rate**.
- **Implemented strategic case management** using **ServiceNow**, **Salesforce Wrike**, **Quip**, and **Slack** to streamline operations, improve stakeholder alignment, and enhance project engagement.
- **Led project governance** and **portfolio oversight** for **39 applications**, ensuring technical operations align with business objectives and drive efficiency.
- **Strengthened risk management** through proactive kernel patching, ensuring compliance, system stability, and high availability in IT service management.
- **Integrated ITIL best practices** to refine incident resolution workflows and optimize service delivery.
- **Streamlined resolution processes**, reducing resolution time by **45%** while maintaining stakeholder expectations and business alignment.
- **Negotiated and governed SLAs**, fostering collaboration between clients and internal stakeholders to establish and uphold effective service agreements.
- **Ensured compliance adherence**, optimizing service delivery standards and improving operational efficiency within project management frameworks.
- **Directed change management initiatives**, overseeing Change Requests (CRs) to ensure **seamless pipeline promotions** and **error-free deployments**, resulting in a **25% reduction in deployment errors**.
- **Enhanced knowledge governance** by maintaining and publishing a **structured Content Management System (CMS)** for accurate documentation and optimized support interactions.
- **Optimized content management workflows**, driving **65% efficiency gains** and ensuring standardized, accessible documentation for stakeholders.
- **Managed certificate lifecycle governance**, overseeing installations and renewals to maintain compliance, security, and system integrity.
- **Implemented certification upgrade improvements**, aligning with risk management best practices to enhance operational continuity.
- **Oversaw application portfolio governance**, ensuring alignment with evolving business and technical requirements for **39 applications**.

- **Conducted BRD reviews and knowledge transfers (KTs)** to strengthen application understanding, facilitate collaboration, and drive informed decision-making.
- **Delivered strategic advisory support**, leveraging deep product knowledge and troubleshooting expertise to **enhance issue resolution** and **empower stakeholders**.
- **Directed client reporting governance**, providing actionable insights through detailed reports, recommendations, and implementation guides, driving **60% increased client satisfaction** and stronger stakeholder collaboration.

Think and Learn - BYJU'S, Bengaluru (September 2020 - November 2020)
Project Management Office (PMO) - Business Development Trainee
- Assisted project execution and coordination for sales and marketing initiatives **(BYJU'S The Learning App)**.
- Collaborated with cross-functional teams to streamline business development strategies and improve operational efficiency.
- Monitored key performance metrics to assess sales effectiveness and drive data-informed decision-making.
- Supported leadership in planning and implementing sales campaigns to optimize market outreach.

Leadership and Activities

Chairman, Corporate Social Responsibility (CSR) Committee
- **Diverse Event Coordination:** Directed sports competitions, technical workshops, and cultural events.
- **Leadership in Hosting:** Effectively anchored corporate events, showcasing proficiency in public speaking and event coordination.

Education

Bachelor Of Engineering (B.E.): Electronics and Communication Engineering, VTU (2020)