Mandira V Priyadarshini

Position: Senior Analyst • Email: [iammandiravp@gmail.com](mailto:iammandiravp@gmail.com) • Phone: +918861939323

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Skills

* Core: Adobe Experience Manager, Splunk, ServiceNow (Help Central), Certificate Management, and Linux.
* DBMS Tool: Oracle SQL Developer
* Productivity: Google Workspace, Microsoft 365, Apple iWork, Salesforce Quip, Slack, and Wrike.

Experience

Tata Consultancy Services, Bengaluru (November 2020 - Present)

Systems Engineer – Technical Support Executive (L3/Tier 3)

Apple Inc. Production Support (APS)

* Enhanced Customer Experience:Achieved a 65% first-call resolution rate by adeptly addressing diverse customer inquiries and technical issues via ServiceNow, Salesforce Wrike, Quip, and Slack.
* Technical Oversight: Independently managed and provided L3 (Tier 3) technical support for 39 applications, ensuring optimal system stability and security through regular kernel patching.
* ITIL (Information Technology Infrastructure Library) Framework: Successfully implemented ITIL best practices to optimize service delivery and incident management, resulting in a 45% reduction in incident resolution time.
* SLA (Service Level Agreement): Demonstrated ability to collaborate with clients, and internal stakeholders to develop, negotiate, manage, monitor and maintain mutually beneficial SLAs agreed upon standards.
* Change Management: Successfully executed Change Requests (CRs) to promote pipelines across environments, enhancing development agility and reducing deployment errors by 25%.
* Content Management System (CMS): Maintained and published a comprehensive oriented knowledge base by meticulously recording support interactions and solutions to optimize workflow process by 65%.
* Certificate Management: Handled certificate installations and renewals, ensuring certification upgradation.
* Application Management: Managed 39 applications by reviewing Business Requirements Document (BRD) documentation and conducting KTs to analyze and understand applications.
* Root Cause Analysis (RCA) and Problem Management: Conducted RCA and troubleshooting for critical high-impact issues, documented as P1C.
* Customer Service Excellence: Delivered outstanding customer service, consistently surpassing expectations and earning positive client satisfaction ratings.
* Expert Guidance: Offered in-depth product knowledge and troubleshooting steps, steering customers towards successful resolutions.
* Issue Escalation: Proactively identified and escalated critical issues to appropriate technical teams, ensuring timely interventions.
* Client Reporting: Provided clients with actionable productive insights through comprehensive detailed reports, recommendations, and implementation guides, resulting in a 60% increase in client satisfaction.

Think and Learn -BYJU’S, Bengaluru (September 2020 - November 2020)  
Business Development Trainee

* Sales and Marketing (BYJU’S The Learning App)

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)