**Mounika Gaddam**

**📞 +**[**91-7032490295**](file:///C:\Users\gadda\Downloads\7286939154) **|** [**mounikareddy86919@gmail.com**](mailto:mounikareddy86919@gmail.com) **| [LinkedIn: Mounika Gaddam](https://www.linkedin.com/in/mounika-gaddam-pulagam-b475b1296/overlay/about-this-profile/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BFRJls4%2BzSZihh9Dm02R4uw%3D%3D)**/**[Github :Mounika Gaddam](https://github.com/mounikapulagam)**

**SKILLS:**

SQL (Joins, Subqueries, Aggregations, Tariff Validation), Excel (VLOOKUP, Pivot Tables, Reports), Power BI, TOAD, Putty, Data Stage Director, Application Support, Telecom Billing (Single View), Tariff Operations,

Order Management, Team Management, Incident Handling, Python Fundamentals.

**ACADEMICS:**

B. Tech in Electrical Engineering Amrita Sai Institute of Science and Technology, JNTU Kakinada (**2016 – 2019**)

**PROJECTS:**

**ShopNest Store Sales Analysis (Power BI & SQL – Star Schema)**

* **Situation**: Business required a consolidated view of sales, revenue, and customer ratings across multiple states.
* **Task:** Build a Power BI dashboard to provide insights into sales trends and customer behavior.
* **Action:** Extracted and transformed data using SQL, modeled it into a Star Schema (FactSales with Date, Product, Customer, and State dimensions), and created DAX measures with slicers/drill-throughs.
* **Result:** Delivered an interactive dashboard that helped management track revenue growth, payment method usage, and top-performing categories.

**Retail Performance & Customer Insights (Power BI & SQL – Star Schema)**

* **Situation:** Business needed to compare on-time vs delayed orders and evaluate customer satisfaction with products.
* **Task:** Develop KPIs and dashboards for timely monitoring of orders and product ratings.
* **Action:** Designed a **Star Schema** data model with FactOrders linked to Product, Date, and Customer dimensions; used SQL for dataset preparation; created KPIs, charts, and maps in Power BI.
* **Result:** Enabled stakeholders to identify delay-prone categories, monitor monthly revenue patterns, and improve product quality decisions.

**Employee & Project Data Analysis (Python – Pandas & NumPy)**

**- Situation:** HR team required better insights into employee allocation and seniority distribution.

**- Task:** Create an automated solution to map employees with projects.

**- Action:** Cleaned, merged, and analysed datasets using Python (Pandas & NumPy) with business logic.

**- Result:** Delivered insights that supported workload balancing and resource planning.

**WORK EXPERIENCE:**

**Tech Mahindra (Aug 2019 – Present)**

**Software Engineer – Oct 2023 – Present (3UK Rebus Base Services)**

* **Situation:** Salesforce order failures in Port-in & Port-out impacted service activation.
* **Task:** Ensure smooth provisioning and improve completion rate.
* **Action:** Managed Salesforce service orders, performed SQL queries for troubleshooting, and validated records. Prepared weekly reports for stakeholders using **VLOOKUP & Pivot Tables**.
* **Result:** Reduced order failures by 20% and improved completion time by 15%. Also managed **team coordination and mentoring**.

**Software Engineer – Apr 2022 – Oct 2023 (Hutchison 3G – UK)**

* **Situation:** Billing errors and tariff mismatches affected customer satisfaction.
* **Task:** Configure tariffs, roaming setups, and number ranges accurately.
* **Action:** Used **SQL** for tariff validation, prepared configuration files for production, and resolved under/overcharge issues. Sent weekly performance reports with **Excel (VLOOKUP & Pivot)** to stakeholders.
* **Result:** Reduced billing disputes by 18% and shortened deployment turnaround by 12%.

**Associate Software Engineer – Aug 2019 – Apr 2022 (Hutchison 3G – UK & Ireland)**

* **Situation:** Service order workflow issues disrupted billing system operations.
* **Task:** Provide L2 support and ensure SLA compliance.
* **Action:** Monitored workflows using TOAD, Putty, and Data Stage Director; resolved incidents via ITSM & Salesforce.
* **Result:** Maintained **98% SLA compliance** and improved workflow stability.

**ACHIEVEMENTS:**

* Recognized for consistently maintaining SLA compliance in telecom billing projects.
* Delivered weekly **SQL/Excel-based reports** to stakeholders for transparency.
* Handled critical production issues with zero major escalations.
* Successfully managed **team task allocation and mentoring** in latest project