



# DIVYA THAKUR

## Team Lead | Tata consultancy Services Ltd.

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### KEY ACHIEVEMENTS

- Received “On the Spot” awards multiple times from customer and Higher management.
- Received “special Initiate Award” for participating on helping poor people.
- Received “Azure Champion” for completing Azure Hackathon held by TCS Microsoft unit.
- Received “Xcelerate Victor Certificate” to complete “Scrum Master” program.

### SKILLS

JIRA, Axway B2bi, SNOW, Data management, Problem Solving, MS-Excel, MS- Powerpoint, agile and Scrum Methodology, Kanban, ITIL framework, Leadership, Team Building

### CERTIFICATIONS:

- Microsoft Azure Fundamental, Microsoft, 2021
- Certified TCS Scrum Master certificate, 2023

### SUMMARY

Experienced team leader with over 5 years of experience in managing a team of 10+ members at TCS. Skilled in communication, problem-solving, and conflict resolution. Strong track record of achieving team goals and exceeding expectations.

### EXPERIENCE

#### Team Lead [TCS | May 2020 – Current]

- Managed team of 15+ employees and monitored projects to ensure progress.
- Analyzed current processes and identified areas for improvement resulting in increased customer satisfaction.
- Conducted regular performance evaluations and provided feedback to team members
- Resolved escalated customer issues in a timely and professional manner
- Mentored and coached team members to help them reach their full potential

#### Axway B2Bi Administrator [TCS | Jun 2016 – May 2020]

- Implement, Configure and support Axway B2bi systems to ensure efficient data exchanges.
- Install, upgrade, and configure supported Axway B2bi software versions.
- Ensure adherence to data security standards, including encryption and authentication protocols.
- End to end onboarding of new trading partners to use data exchange services using SFTP. AS2, AWS and other supported communication protocols.
- To monitor the file transfer and Axway B2bi services to ensure smooth file transfer.
- Experience with Linux/Windows Operating systems.
- Manage and implement PGP encryption, SSH key cryptography and SSL certificates.

### EDUCATION

- Master of Computer Application  
IGNOU 2021
- Bachelor of Computer Application  
Khalsa College for Women under GNDU (Amritsar) 2014