

Priya Mangla

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Professional Summary

Dynamic and results-driven professional with a strong background in customer service, team management, and operational excellence. Proven ability to meet tight deadlines, prioritize tasks, and design processes for seamless operations. Adept at delivering customized solutions, training stakeholders, and maintaining high service quality in dynamic environments. Passionate about delivering exceptional customer experiences with a commitment to upholding corporate standards.

Skills

- **Technical:** SQL, AWS CloudWatch, System Design, API Integration, Database Management
- **Project Management:** Agile/Scrum, Sprint Planning, Risk Management, Stakeholder Communication
- **Tools:** JIRA, ServiceNow, Slack, Microsoft Office Suite, Q-SYS
- **Core Strengths:** Technical Troubleshooting, Team Leadership, Process Optimization, Documentation

Professional Experience

System Engineer, Tata Consultancy Services – Noida May 2022 – Dec 2024

- Resolved over 300 customer issues in Lenel badging system and visitor management system, demonstrating expertise in troubleshooting and customer service.
- Led technical troubleshooting using SQL queries, CloudWatch logs, and system monitoring tools to identify and resolve data inconsistencies.
- Developed a comprehensive runbook for recurring issues, streamlining the troubleshooting process and enabling the team to address common issues efficiently.
- Demonstrated ability to work independently during weekend and night shifts, handling high-severity incidents without escalation.
- Coordinated cross-team activities for system patch applications and downtime scheduling, ensuring seamless communication and collaboration for successful system maintenance.
- Mentored team members by providing hands-on support and guidance during issue resolution, fostering knowledge transfer and team development.
- Led daily stand-ups, sprint planning, and retrospective meetings for a team of 5 members.
- Managed project backlog and coordinated with stakeholders to prioritize deliverables and track project progress.
- Established effective communication channels between development teams and leadership, ensuring timely project updates.

Retail Sales Officer, Tanishq Jewelers – Redmond Feb 2025 – Present

- Generated daily sales averaging 5,000-12,000 USD by effectively presenting product features and building trust with clients in luxury jewelry retail sector.
- Executed comprehensive sales process from initial customer greeting to final transaction closure, ensuring seamless customer experience throughout the buying journey.
- Executed daily store operations including inventory management, maintained display cases, and ensured a welcoming shopping environment.

Education

- **Master of Computer Applications (MCA) –** Banasthali Vidyapith, India
GPA: 8.4/10 Jul 2019 – Jun 2021
- **Bachelor of Computer Applications (BCA) –** Banasthali Vidyapith, India
GPA: 7.7/10 Jul 2016 – Jun 2019

Achievements & Honors

- Honored as a “Youth Ambassador” in the national workshop on *Olympic Value Education Programme*.
- Led donation drives for girl child education during college fests, generating significant revenue for the cause.
- Received appreciation from the Vice President of India, M. Venkaiah Naidu, for anchoring a high-profile event.

Extracurricular Activities

- Organized and led technical fests like *AYAAM 2017* and *INNOVACATION 2018*, handling participant registration and workshop execution.
- Conducted yoga sessions for college students, fostering a balanced and healthy environment.
- Represented college in national-level cultural events such as *Mayukh 2017–2020* and *ZERONE 2018*.

Languages

- English (Fluent)
- Hindi (Fluent)