

Sakshi Oberai | Business Quality Analyst

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D.O.B: 26.09.1995

Location: Jaipur

Objective: To achieve a sound position in the corporate world and work enthusiastically to achieve the goals of the organization and help client in fulfilling their requirements and resolve their queries.

Professional Summary:

Designation- **Process Developer (B2B Process)**

Company- **Genpact Pvt Ltd. (Jaipur)**

(From Nov 2017 - Till now)

Designation- **Data Analyst**

Company- **eClerx Services Ltd (Pune)**

(June 2016 - May 2017)

- A professional with more than 4 years of experience in IT Industry as a Quality Assurance Analyst.
- Knowledge and experience in Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) processes.
- Core areas of skills include Test Planning & Test Execution, Test Estimations, System and Regression Testing.
- Experience in conducting Test case Reviews with Developers, Business Analyst, Client and other stakeholders.
- Knowledgeable in Client/Server, Web, Client Script and API application testing.
- Experience in PL/SQL and writing complex SQL & Testing scripts for Backend Testing against relational Databases, Oracle, Sybase and SQL Server 2005 and 2008.
- A good team player with excellent communication, interpersonal skills and an ability to work in challenging work products and in effective Project Management and project analysis activities.
- Ability to interact with all levels of personnel from technical to high level executive management within the information technology and business communities.
- Worked as Data analyst by analyzing and creating report as per client requirement to enhance quality.
- Worked as Account receivable specialist (quality analyst) with healthcare process.
- Successfully completed various Technical & Non-technical projects titled as "Dell" and "H4U" based on competitive intelligence.
- Skilled in collection of data related to business process, analysis and compilation of collected data and Conceptual understanding of analyzing tools.
- Demonstrated ability to work independently and flexibility to adapt in an ever-changing business environment.
- Good organizational skills with the ability to track and prioritize numerous simultaneous tasks.

Project worked:

1. Manual Hierarchy and Auditing and testing:

- Analyzing and Auditing data captured by the analyst along with Good knowledge of Excel and SQL.
- Involved in Test Planning & estimation of test cases.
- The proposal implements a Strategic Reporting Solution which automated data extraction and report generation.
- Preparing weekly and monthly reports and taking care of ad-hoc activities from the controllers.
- Developed and delivered broad-scoped internal audit services to enhance the effectiveness, efficiency and economy of business activities.
- Worked on VBA and macro to prepare audit report for client to improve quality.

2. AR- Past due:

- Increased collections on past due accounts by 80% through calls and emails, for 4000+ customers by working on SAP and oracle platform.
- Performed timely collections for past due accounts to make sure the AR Report was kept current.
- Communicated with partner on past due accounts to arrange payment plans or forward their accounts to outside collections.

- Called customers on past due accounts to collect payments or set-up payment arrangements.
- Collected 80% of past due accounts successfully and Review past due accounts with auditors.
- Lead A/R staff handled about 25 to 30 calls daily, worked over 90 days past due accounts.
- Reduced 90 day past due accounts by 10%.
- Follow up past due accounts, collections calls and pre-legal letters Send invoices, and monthly statements.

3. H4U & Dell:

- Part of reporting team, Updating database tables with new data from D3.
- Execute D3 Queries to get updated weekly data from D3 (Dell Application)
- Use Domino database and configure staging database to pull the service's data and then generate reports
- Preparing weekly and monthly management reports based on SQL.
- Experience in working on data that relies heavily on aggregation, focusing on business information
- Involved in designing, developing and deploying reports in MS SQL Server environment using SSIS
- Developed, deployed, and monitored SSIS Packages

Education:

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|---|--------|
| ➤ B.E.(Computer science) from Chitkara University, Punjab | (2016) |
| ➤ Java Certified | (2016) |

Professional and Personal Key Skills:

HTML, VBA, Advanced Excel,	Team Handling / TeamWork
DBMS: MYSQL Server (Intermediate)	Quality Assurance
Data server, SQL Server, Oracle, MS SQL,	PL/SQL, XML
Analysis Services (SQL Server 2008)	Excellent Documentation Skills
Strategy Planning and Implementation	MS Word, MS Excel, MS Power-point.
Quick learner, keen to learn and improve skills	Self Motivated

Educational Projects:

- Major Project: Mail server
- Project made: Placement portal
- Underwent 6-weeks Industrial Training of Java at Infowiz, Chandigarh
- Underwent 4-week Training of Advancel C and C++ at ChitkaraUniversity, Punjab

Achievements:

- Won "Gargi Award" for merit in 10th and 12th by The Government of Rajasthan on 18th May 2012.
- MHRD Scholarship (Rs. 80,000) for holding merit in 12th class.
- Appreciation letter for Convener of "The Institution of Engineers (India)" Student Chapter in the year 2014-15.
- GFS Score A+ Grade for two consecutive years since 2013.

(Sakshi Oberai)