## Software Engineer

Power Platform support Engineer

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Hyderabad Q

# **WORK EXPERIENCE**

## Software Engineer Mindtree LTD

06/2020 - Present.

## **Associate Engineer**

## Cognizant Technology Solutions

05/2016 - 05/2020.

Hyderabad

### Roles and Responsibilities: (Power Apps and Power Automate)

- Provide technical support to existing Power Apps and Power Automate clients.
- Involved in Configuring and customizing of application.
- Working on Solution related issues.
- Perform in-depth analysis of customer issues to determine causes and solutions.
- Repro the Product bugs in existing application.
- Advise end-users on appropriate action.
- Follow standard Microsoft support procedures.
- Identify and escalate situations requiring urgent attention.
- Track and route problems and requests and document resolutions
- Discussing the Tech block issues in POD call with MS Partner Technical Advisor.
- Closely working with MS dev teams to get the fast resolutions of the Tech block issues.

### Roles and Responsibilities: (NBC Universal)

- Tool monitoring to analyze criticality of alerts for platform specific user traffic, content and App issues.
- Troubleshoot and escalate to the appropriate team in case of any issues identified.
- Process Improvements: Identify and build new process flows, as well as reviewing, recommending and documenting improvements to established processes.
- Handling Release/Deployment calls. Performing smoke test/QC and functionality testing, post deployment if required.
- Prioritize incidents/Requests based on severity and complete accordingly.
- Coordination with client for knowledge transition on process improvements and Ad-hoc service requests.
- Initiating call and helping in troubleshooting with required stakeholders for major incidents/outages.
- Drafting root cause analysis and follow up for RCA from third party vendors when required after issue gets fixed.
- Troubleshooting issues along with L2 team by pulling application logs and checking API calls.

#### **SKILLS**

Power Apps

**Power Automate** 

**UI Flows** 

Office 365

Sharepoint

**Business Process Flows** 

Dataverse

## Troubleshooting and Debugging

### **EDUCATION**

B.tech

Abdulkalam Institute of Technological Sciences

07/2011 - 07/2015. 81.04%

Intermediate

Chaitanya Haritha Junior College

07/2009 - 05/2011. 95.2%

10th Standard V V Vidhyalayam

05/2009 -89.1%

## PERSONAL PROJECTS

Case tracker Application [Internal]

Complex application developed using CDS database and 12 flows integrated to

## Leave Request Application

End to end implementation of leave request Application for an organization

## SLA Alerts [Microsoft Internal]

Designed a Power Automate which alerts all the engineers in Microsoft Teams when anyone receives a service request with SLA due in 15 minutes.

## LANGUAGES

## English

Native or Bilingual Proficiency

### Teluau

Native or Bilingual Proficiency

Native or Bilingual Proficiency

- Incident management and Problem management Process.
- Maintaining the Learning history and the accounts of the clients.
- Registration and De-registration of the Learning activity in the learners transcript.
- Managing the User Group for the specified learning activity.
- SCORM Package upload as per the request of the clients.
- Adding CPE Course Sponsors.
- Replicate and solving the issues faced by the end user.
- Updating Instructor Profile and Managing Class Rosters.
- Publishing Large Content Packages of the courses and assessments created in-house.
- Moving the PMPD and the Learning History from one account to another account of the end user.
- Providing 24/7 support for LMS related issues such as WBL, OCM etc.
- LCMS Reporting such as Page Completion report, Course Description Report, Question remediation Report, Report Log etc.
- Providing reports like On-Demand Reports and Selfservice based on the request of the users.
- Following issues based on the severity and priority.
- Record problem systems and status information through the use of Remedy and ticketing tool.
- Troubleshoot workstation access, applications software and functional application support, using knowledge of network operating systems or notifying the appropriate support organization.
- Escalate or consult issues with next level support and management when solution is unclear.
- Proactively maintain communications with callers through analysis and resolution process particularly in difficult customer situations, to keep them informed of status