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### Skills

- ### Work history

- Assisted the Security CRC team in resolving stakeholder-raised Issues and Exception cases by gathering information, supporting decision-making, and verifying data accuracy across Security Bugs, Threat Vulnerability Management (TVM) dashboards, and Security Standards.
- Developed and maintained Requirement Traceability Matrices (RTM) for over 500 Key Data Elements (KDEs) utilizing T2T data mappings, handover layouts, data dictionaries, data catalogs, and intake templates. Managed and updated Functional Specification Documents (FSDs) and Technical Design Documents (TDDs) in Confluence. Validated data integrity and accuracy following QFSAA configuration analysis.
- Partnered with cross-functional teams (Sales, Customer Success, Training, and Client) to drive successful CRM solution launches during the initial engagement phase, leveraging Smart sheet for project coordination and tracking.

- Facilitated the resolution of complex Tier 3/4 technical issues for Vision Commerce Suite POS systems by mediating discussions between the client and project team, utilizing SQL queries, application logs, and code reviews to provide necessary information for collaborative problem-solving.
- Coordinated software patches and system updates with zero downtime, ensuring uninterrupted client services.
- Managed virtual machines, application servers, and POS infrastructure, ensuring system uptime and stability.

- Conducted ETL testing for data warehouse integration, identifying data discrepancies.
- Analyzed and documented data quality issues, leading to improved data accuracy and system reliability.
- Created process flow diagrams to visualize data flows and system workflows, enhancing stakeholder alignment.

- Processed pharmacy data with 99.9% accuracy, supporting timely prescription fulfillment.
- Assisted in generating SIC codes, boosting productivity by 20% and reducing errors by 10%.
- Performed end-user testing and data validation during a system migration from a legacy AS/400 pharmacy system to a new web-based application, ensuring data integrity and accurate transfer of patient information to the new platform.

- Supported migration from legacy pharmacy system to a new platform, ensuring 100% data integrity.
- Managed 30+ daily customer interactions, ensuring prescription accuracy and issue resolution.
- Performed end-user testing and data validation during a system migration from a legacy AS/400 pharmacy system to a new web-based application, ensuring data integrity and accurate transfer of patient information to the new platform.

**Bachelor of Arts (B.A.)** University of Test University, India

### Education and Technical Trainings:

- Google Data Analytics Professional Certificate Sep 2025
- Java Software development bootcamp Technical Training Mar 2017 - Jul 2017 Non Degree Technical Training – Cincinnati, Ohio, United States Achievements: Graduated from a 12-week intensive Java Software Development Bootcamp focused on full-stack development, coding best practices, and agile methodologies. Coursework: Agile Methodologies, Databases, Java, JavaServer Pages (JSP), Scrum, JavaScript, XML, HTML, CSS
- IT Support and QA Testing Training Apr 2016 - Jul 2016 Non Degree Technical Training – Cincinnati, Ohio, United States Achievements: Graduated from Per Scholas with 8 weeks of intensive training in IT Support and 8 weeks in QA Testing, including practical labs and project-based learning. Coursework: Software QA Testing, IT Support