SANDHYA V B

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9663164517

Profile

Over the past 4.8 years , I have gained experience in Technical Support Engineer, Data Annotation. Seeking to leverage technical expertise in strong problem-solving in a dynamic IT environment .Throughout this period I have honed my skills in Data preprocessing, labelling methodologies.

Experience

Wipro Technologies, Pune
Jan 2024 – Current

Roles and Responsible : Technical Support Engineer

- Highly experienced Technical Support Engineer in trouble shooting and resolving complex customer issue, and providing quality customer service.
- Assisted customers with installation and set up of hardware and software.
- Monitored and maintained the company's computer networks.
- Perform system backups and recovery.
- Troubleshooting, Diagnostics, Customer Service, Incident Management, Process Improvement, Training and development.

Key skills

- Password Reset, Application Installation and uninstallation, Office 365 and license related issue.
- Internet connectivity issue, VDI,VPN,MFA related issues.
- Active Directory Management, Shred mail box, Share point, Shared Drive.
- Windows update, System uptime, Avaya, SAP related issues
- RDS applications, Air watch, Docking station issues, Windows 11 updates.

Wipro Private Limited, Bangalore
Sep 2020- Dec 2023

Roles and Responsible : Data Annotator and Labelling

- Sharing EPH and TOT on hourly basis
- Sharing Quality Reports for day wise and MTD wise on a daily basis.
- Sharing Productivity Reports using Power BI Tool, on daily basis
- Actively work with the team to track, communicate and Meet project goals.
- Analytical skills, problem solving and excellent communication skills.

- Sharing Feedbacks for IL/QC Operators , those who not meet their daily targets

Key Skills

- Lidar Technologies, OT Tools, MSOffice, Power BI, Google Sheet, worked as QC

L and T Technology L
Mar 2019 – Mar 2020

Roles and Responsible : BMW and ADAS

- Generating 3 dimension cuboid's as per the customer specification which leads to the innovation in automotive field.
- Planning day to day targets and maintaining the quality for achieving deliver in time.
- Understand the ground reality and motivate the team towards the achievement as per the expectation of the management.
- Analyse the situation and gets the situation to control to maintain and balance in a team.
- Reporting end to end activities to me IS and uplift the team's performance.

Key Skills

- Data Labelling Platform Tools Playment and UAI Pointillism, Worked as a Group Lead.

Technical Skills

- Good knowledge of Basic Linux Commands
- Knowledge of AWS security such as EC2, S3, RDS, IAM, ELB, EBS, Subnet and VPC.
- Good knowledge of AWS security practices, including identity and access management, encryption and network security.
- Having knowledge in deploying and maintaining application on AWS using services like Elastic Beanstalk and AWS CloudFormation.
- Having knowledge in understanding of Network , Firewall
- Reporting Tool : Power BI, Google sheet and Microsoft BI : Power BI Desktop, Power Query, Power BI Service.
- Report and dashboard creation Designing stories with dashboards.

Projects

- Cloud- based Application Development
  Developed a cloud-based application using AWS services, including EC2,S3, and RDS. Implemented an automated deployment process using AWS CloudFormation, Designed and implemented a scalable architecture to handle high traffic.
- Title : HR Analysis, Environment : Power BI Desktop, Power BI Query Power BI Service, DAX and SQL Server.

Certificate

- Certified by Edureka as Business Analyst using Power BI.

Education

- Maharani's Science College For Womens Bachelor's Degree in Computer Application(BCA) of passing year 2015-2018.

Declaration

- I hereby confirm that the information provided by me is true to the best of my knowledge and belief.

Thank you,

Sandhya V B