

SMRITI PANDEY

Full Stack Developer



Bangalore - India |



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ABOUT ME

Results-driven professional with over four years of experience as a Siebel Operations Analyst, specializing in managing and optimizing Siebel CRM systems. Skilled in troubleshooting, performance tuning, and developing customized workflows and integrations. Experienced in web application development, leveraging technologies like HTML, CSS, JavaScript, and APIs to deliver user-centric solutions. Proven ability to streamline operations, enhance system capabilities, and lead projects that integrate CRM systems with modern web platforms for seamless functionality and improved user experience.

EXPERIENCE

System Engineer | Tata Consultancy Service

March 2023-Current, Bangalore

- Ensured high availability and optimal performance of the Siebel CRM platform to support telecommunications operations.
- Collaborated with developers, business analysts, and project managers to align CRM solutions with business goals. - Expertise in handling Sales/Non-Sales Orders, cancellation requests, and related service processes. Conducted in-depth troubleshooting and resolved escalations by identifying root causes and coordinating with relevant teams.
- Wrote and optimized SQL queries for data extraction, manipulation, and analysis, supporting business intelligence and decision-making.

Associate Consultant | Capgemini

August 2020- February 2023, Bangalore

- Accomplished Siebel Operations Analyst with proven success in the GE Siebel Healthcare Project.
- Conducted thorough troubleshooting and issue resolution to minimize downtime and enhance system availability for end-users.
- Provided support for development activities and delivered valuable insights to aid healthcare management and decision-making processes.

EDUCATION

B.Tech | GLA University - 2016-2020, India

CGPA 7.38/10

SKILLS

Web Technologies | HTML, CSS, Drupal, Wordpress, ReactJs, Kubernetes

Sibel Technologies | Siebel Tools, Siebel L2 Support, Siebel Escalation Handling, Siebel RCR Handling

Languages | Python, JavaScript, php

Tools | Git, Jira, Docker, Figma, ServiceNow

Database | MySQL