

Manjula Devi S

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Profile Summary

Result-driven management professional with expertise in software workflow and team management carrying a demonstrated history in client handling and problem-solving. Strong work ethic, willingness to learn, and enthusiasm to take up any challenge.

Professional Experience

29 months

Cognizant

Associate –Business Products

Jan 2022 - Apr 2022

- **Requirement gathering** and maintaining **Kanban** board for day-to-day work and maximizing the workflow
- Streamlined data collation and visualization using **Tableau** and **MS Excel** for reports and SLA metrics for internal delivery units, resulting in a 10% increase in revenue
- Scheduled and facilitated **Scrum** events as a liaison between the developers and **stakeholders** and created **User stories**
- Created **wireframes** using **Balsamiq** to facilitate discussion and understanding of user stories
- Worked on **Cloud** services like **AZURE** and **AWS** and helped the team with post-deployment practices
- Collaborated with cross-functional teams and did **RCA** to identify and implement process improvements, resulting in a 25% reduction in errors and defects in **governance, risk, and compliance**-related activities
- Collaborated with UX and UI developers to build the experience layer for the customer, resulting in a user-friendly and intuitive interface, which increased user adoption by 20%

Cognizant

Programmer Analyst

Dec 2019 – Jan 2022

- Engineered the existing C# console application using MVC architecture and Angular with **Agile methodology** and SDLC by coding and development
- Worked as a full-stack developer with C#, HTML, CSS, and **Microsoft SQL Server** for the backend
- Facilitated the team with **pre- and post-deployment** practices, using Octopus and TeamCity tools for deployment and build and TFS for versioning
- Delivered **successful releases** up to 98% achievement as per-defined Key Performance indicators (**KPIs**) & Service Level Agreements (**SLAs**) with consecutive **zero to nil post-delivery defects**

Academic Qualifications

| Degree | Institute | Year | CGPA |
|--|--|---------|----------|
| Post Graduate Program in Management (Business Analytics/Marketing) | School of Inspired Leadership | 2022-23 | 4/5 |
| B. Tech (Electronics & Communication Engineering) | Prince Shri Venkateshwara Padmavathy Engineering College | 2015-19 | 7.7 / 10 |
| Higher Secondary School (XII) | Holy Family Convent | 2015 | 87.41% |
| Secondary School (X) | Holy Family Convent | 2013 | 99.60% |

Achievements

- Awarded best ratings and early promotion for consistent outperformance in just one year's span
- Top performer in quarter Q3 in 2021 and was lauded by Clients and Stakeholders
- Successfully delivered consecutive releases

Extra-Curricular Activities

- **Research Assistant** in Social Media Marketing, SOIL
- **Research Analyst** in Advocacy, Research, Training (ART) Department in Udayan Care, Delhi
- **Associate Head** of Consulting Club, SOIL
- **Cognizant Outreach** - Created and Implemented syllabi to educate govt school kids on interpersonal skills
- Semi-Finalist in **Flipkart wired 6.0** - National Level competition - 2022

Certifications

- **Scrum Master, Lean Six Sigma** - Udemy
- **KPMG** – Data Analytics Consulting Virtual Internship [Sep 2022 – Oct 2022]
- **Accenture** - Strategy Consulting Virtual Experience [Oct 2022]