**CURRICULUM VITAE**



RATHNA LINGAPPA DEVADIGA

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**OBJECTIVE:**

 To be a part of an organization with good competitive environment and where there is chance for continuous learning and innovative thinking with great zeal.

**PROFESSIONAL SKILLS:**

* Total 7.8 years of experience in IT Projects & Operation Management.
* Holds an excellent interpersonal, communication and analytical skills with demonstrated abilities in customer relationship management.
* Strong problem solving & Technical Skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction as well as low operational costs.

**EDUCATION:**

* 1. Software Engineering- Comprehensive exam conducted by Infosys Limited in 2014.
  2. BCA (Bachelors of Computer Application) in 2011.
  3. 12th-Commerce in Statistics.

**WORK EXPERIENCE:**

**MetLife Insurance Company –UAE**

**Jun 2017 to Till Date**

**Role: Business Analyst (UAT and MIS specialist)**

**Responsibilities:**

* Gathering business needs and document requirements of insurance operations. Working with technical teams to develop technical requirements and solutions.
* END to end knowledge on financial flows-taking care of all related billing/posting related issues.
* Designing and executing UAT (business, functional and technical) test planning, identifying and defining application requirements.
* Conducting end-to-end UAT testing and assured software delivered met requirements and expectations.
* Performing UAT by executing SQL statements and checking for database transactions at every stage of business flow.
* Identifying defects and performs root cause analysis by analyzing data quality issues.
* Accurately log and record any errors and report to the team for correction and retest the reported issues.
* Interacting and communicating with colleagues as needed as both a technical and functional expert.
* Knowledge on regulatory principles of the enrollment process during insurance policy set up (GDRFA & MOI).
* End to end knowledge on insurance policy/member/benefit setups.
* Providing application support to the clients using ticketing tool (bizflow).
* Well versed in JIRA tool to track the bugs/ issues.
* Well versed in writing SQL queries.
* Knowledge on AGILE –SCRUM project development methodology.
* Performing reporting analytics and providing adhoc and scheduled MIS reports.
* Creating presentation in PowerPoint using think cell software.
* Evaluate current reports processing and automate by utilizing SQL Loader.

**Company: Infosys**

**Duration: Aug 2011 to Oct 2016**

**Designation: Senior System Engineer**

**JOB PROFILE:**

My Responsibilities includes:

* Created and Maintained Resource Management Reports (IM portal) using SQL for all the incidents and requests created by Infosys (all over location) users. Identifying the major incidents, SLA, ageing calls also creating report for awaiting user Inputs of individual assignee using extraction tool.
* IT Software Asset Management.
* MOSS SharePoint designing which includes creation and maintenance of web page, web part, lists, libraries, calendars, checklists, sites.
* Handled the calls based on BMC Remedy and AHD ticketing tool that manage tickets opened by the customer/Infosys users for technical problems.
* Deploying System Center Configuration Manager to all the machines in the domain to help users to install the software’s by themselves and checking SCCM status to verify if the machine is connecting to network regularly, also provided help to users to install/uninstall the software’s using Infosys internal site.
* Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance. Provided remote support through Lync, Skype for business, WebEx, SCCM console.
* Ability to handle different clients and different systems simultaneously and following up with the customer to meet the requirement. Answered phone calls, greeting clients, and scheduled appointments. Handled daily inbound and outbound calls while providing superior customer service to customers for technical support.
* Provided technical solutions and investigated alternative methods for solving problem. Resolved problems within SLA. Resolved issues related to Windows, application(Outlook, Excel, Antivirus, Email, VPN Issue, email set up for phones, BYOD, SCCM issue) problems etc.
* Performed daily duties including answering internal support calls, Data Center walkthroughs, system health checks and event notification.
* Assisted in training of new hires to company standard.
* Have undergone SAP basis and security internal training conducted by Infosys
* Technologies Ltd, also worked for JCI project as a SAP security administrator(time based and event based scheduling of background jobs and monitoring them, profile maintenance, user creation and deletion, user locks, spool and print management, monitoring logged users locally and remotely, analyzing backup online/offline and archive, downloading and supplying patches, monitoring system status, system logs, database buffers).

**CERTIFICATIONS:**

* IMS ITIL Certifications in Service Desk and Incident Management.
* IMS SAP Basis L1 Certification.
* LOMA -280 Certification.

**PERSONAL PROFILE:**

Name : Rathna Lingappa Devadiga

Languages Known : English, Hindi, Kannada, and Tulu

Visa Status : Employment Visa

Availability : 1 Month Notice Period

I hereby declare that the above furnished information is true to the best of my belief and knowledge.

Place: Sharjah

Date:

(RATHNA)