

QUALIFICATIONS PROFILE

IT Operations Senior Analyst with 4 years of experience as on 2nd of March, 2015 in developing and delivering crucial business applications and liaising with the client for requirements gathering, User Acceptance Testing sign-offs and status reporting.

- **Innovator:** Developed three reusable assets, currently in use across 10 different projects, which has helped the respective project teams increase their productivity levels by an average of 68%. Inducted in the “FY’13 Accenture Hall of Fame” for Innovation and delivery excellence.
- **Excellent Analytical skills:** Analyzed gaps in the existing processes for Application Publishing and Quality Assurance. Led the automation team in developing alternative tools which helped decrease the defect rates by 80%. Received the title of “The Most Engaged Employee in Leadership Connects” across the India Delivery Centre for active contribution & participation in monthly Leadership Connects.
- **People Developer:** Youngest Trainer to conduct two boot-camps & deliver Green Field Fresher’s Training to a batch of 40 people; received an average feedback score of 4.65/5. Mentored a team of two employees, who also got rated amongst the top 20% performers in the India Delivery Centre in the same year.

PROFESSIONAL EXPERIENCE

Accenture Services Pvt. Ltd., Gurgaon (India) -March, 2011-present

IT Operations Senior Analyst

- **Flexibility & Delivery Excellence:** Learnt 3 different technologies & earned a proficiency of P2 within minimum time. Awarded 3 different industry level awards. The cross training in different technologies empowered me to give innovative solutions and increase task efficiency; very much appreciated by the clients.
- **Project Mobilization & Managed Delivery:** Have been active member of Mobilization teams for 4 projects. Supervised end to end delivery of 450+ applications in a Global Desktop Migration project in a team size of 6 engineers & received a **Customer Satisfaction Score of 7/7**
- **Employee Engagement:** Founding member of employee engagement teams & awarded 2 workplace recognition awards for continuous participation & engagement. Some of the initiatives include:
 - **Delivery Center Food Committee** – Our team initiative resulted in active employee participation in resolving cafeteria issues like food hygiene, pricing, food options, etc.
 - **CONNECT Team** – Organized over 60 catalyst activities in the last two years like Fun Fridays, team outings, and festival celebrations- resulting in improved employee engagement, reduced disengagement and inter office team building.
 - **Quarterly Project Newsletter** –As Chief Editor, undertook expansion of the newsletter compilation from a 4-pager 6-member team led effort to become a 9-pager 110 employee contributed compilation initiative.
 - **ECO Watch Team** – Organized 2 plantation drives in the office neighborhood & started the “Switch off the lights and computer screens when not in Bay” initiative to help promote the Go-Green cause.
- **Workplace Initiative Recognitions received:**
 - Represented the Accenture team in Airtel Delhi Half Marathon on 23rd November, 2014.
 - Rated in top 5% Employees continuously in all Financial Years (FY’12, FY’13, FY’14)
 - “2012, Inclusion & Diversity Honorable Mention” Award recipient for extensive participation in workplace initiatives
 - “ACE (Accenture Celebrates Excellence) Award for FY’13 –Quarter 2” – awarded to top 3% employees
 - “FITC Best Foot Forward Award –FY, 13”
 - “FY11 Products Pinnacle Awards - Q3”
 - Awarded 1400 Celebrating Performance Points so far as part of an Initiative to regularly recognize high performance
 - Topper of the March, 2011 Green Field Training batch of 60 Graduate Engineer Trainees

EDUCATION

Bachelor of Technology, Information Technology (August, 2006–June, 2010 batch) - JSS Academy of Technical Education (Noida, Uttar Pradesh, India)

- Received full scholarship in High School & College

OTHERS

- Winner of Women's Singles, Doubles & Mixed Doubles events at the Accenture Annual Table-Tennis Championship 2013 & 2014
- Winner of Accenture Annual Dance Mania 2013 for best dance & choreography.
- Captained the college basket-ball team & won three gold medals at the Inter-College Championships.
- Represented the college team in athletics 4X100m relay and won two gold medals
- Volunteered to provide support to my domestic helps' daughter for completing basic formal education; gave her spoken & written English language tuitions which has helped her in gaining employment at a leading retail brand store. She is now empowered to lead an independent and respectable life.
- Volunteered to teach English speaking and writing skills on weekends to 20 children at a rural school located near Bulansahar District in Uttar Pradesh from March, 2013 to March, 2014.
- **Hobbies:** A regular table-tennis player, love travelling – travelled to 10 states in India so far.