

SUMMARY

Dedicated, detail-oriented individual with 1.5 years of experience as Systems Engineer with excellent leadership and communication skills.

EXPERIENCE

Infosys - Systems Engineer, Feb/2022 – Aug/2023

PROJECT: PUMA (Purchase Material Automation – Different Markets)- PUMA is a web application developed using PEGA BPM Tool to streamline the process of generating scheduled agreements & outline agreements for a giant FMCG client.

ROLES AND RESPONSIBILITIES:

- Responsible for Providing on call support which includes diagnosing, troubleshooting and resolving customer issues accurately while ensuring consistent service levels are achieved across the global markets.
- Experience in developing and delivering Product demonstrations to business users while ensuring the knowledge transfer on scope, functionalities and end to end flow of product is accurate and up to date.
- Actively Involved in Sanity testing, Regression testing, smoke testing and End 2 End flow testing activities to ensure the integrity and quality of the application.
- Track, record and report re-occurring technical issues to development team for immediate fixes while bridging the gap between clients and product development teams.
- Responsible for identifying and fixing bottlenecks while maintaining the application on regular basis.
- Define, document and maintain knowledge base to support the customers and technical teams.

CRS INTERNSHIP

- Worked as a production intern at Carriage Repair Shop [CRS]- South Central Railways, Tirupati.
- As a production intern I labored on upkeep and overhauling of rail carriages.

EDUCATION

Manipal Institute of Technology

2019 - 2022 MTech Automobile Engineering - 7.6 CGPA

Academic Project: Experimental Investigation of influence of carbon-nano tubes (CNT) and carbon black on damping ratio of silicone-based magneto rheological elastomers.

SCSVMV University

2014 - 2018 B.E Mechanical Engineering – 7.87 CGPA

Academic Project: Automatic braking system along with speed regulation in electrical vehicle.

SKILLS

- Business Intelligence Tools - MS-Excel.
- Technical Skills – SQL, PEGA – Pega Certified System Architect (PCSA) 87V1 (BPM).
- Auto-CADD & Solid Works – Diploma in Mechanical CADD, CADD School.
- Resourceful expert at learning customer needs while committed to strengthening customer experiences with positivity and professionalism.

DECLARATION: I hereby declare that above mentioned information is correct to the best of my knowledge and belief.