

OBJECTIVE

- To work in a challenging environment demanding all my skills and efforts to explore and adapt myself in different fields for organization and realize my potential where I get the opportunity for continuous learning.

Work Experience :

- I have total 4.2 year experience in Tech Mahindra Company.
- I have 1.6 year experience in Tech Mahindra Company as an associative software engineer. Worked as Siebel CRM Operation Team for sumeru VIL project for **Tech Mahindra Ltd.**
- I have 2.6 Year experience in SBI application support.

EDUCATION

- **B.E(Bachelor Of Engineering Computer Science)** from Dattajirao Kadam Technical Education Society Textile and Engineering Institute with 66.75% marks
- **Diploma in Computer Science** from Dr.D.Y.Patil College of engineering and Polytechnique with 75.88% marks
- **10th** from Shreemant Gangamai Girls Highschool with 77.80.

Academic Summary

- Blind Email System:

It is an email system develop for Visual impairment people which provide a feasible solution, they can communicate or share data with blind people rather normal person in the form of voice.

PROJECT HANDLED

Project # 1

Profile: Associate Software Engineer
Title : Siebel CRM
Client : Vodafone Operation, India.
Organization : Tech Mahindra. Ltd
Technologies : BMC Remedy, ODSM, OAAM, Siebel SCRM, SQL.
Role : Oracle Apps Technical Consultant.
Duration : 17th April 2019 to 4th November 2020.

Responsibilities:

- Extensively worked on development of report and interface and conversion, Sound experience on production support, Incident management, Problem management , Level 1 Application Support involving SLA based incident resolution.
- Exposure on release , ticketing and other tools like BMC Remedy tool, Sibel CRM, ODSM,OAAM application.

- Involved in support for SCRM operation at Prod Instance.
- 24*7 support of SCRM Application by resolving work order raised by End Users for ID related issues, ID creation, ID deletion, SCRM password reset, KBA unlock, Profile reset, ID unlock, ID enable these all issue resolve on time.
- Configuration(CI) related issue resolve in that Division position creation, Division position mapping, Queue creation, Queue mapping, Queue Scheduling, Push SMS this all issue resolve within time period.
- Product synchronization for prepaid and postpaid circle.
- MNP 1003 Process: we do 1003 MNP process in that we given report to CPOS team which number are migrate or not.
- Incident Resolution: User raise the customer concern as per their VOC and we have to resolve ASAP.
e.g. Sim replcement, Televerification, email/add change, segment change, red family.

PROJECT HANDLED

- Currently I am working in Tech Mahindra Lower Parel as an Application support.

Project # 2

Profile : CRM Application support
 Title : CRMNEXT
 Client : SBI Capitals, India.
 Organization : Tech Mahindra. Ltd
 Technologies : BMC Remedy, SCRM.
 Role : CRM Application support.
 Duration : 18th Jan 2022 to Till.

Responsibilities:

- Involved in support for CRM App support.
- 24*7 support of
- CRM Application by resolving work order raised by End Users for CRM ID Creation, Lead ID deletion, Lead modification these all issue resolve on time.
- Queue related issue resolved this all issue resolve within time period.

Key Skills

- BMC Remedy
- SLA Management
- Ticketing
- Incident Management
- Problem Management
- ITIL Process
- ITSM
- Troubleshooting skill

CERTIFICATION

- SEED IT Idol-Kolhapur Contest,2015.
- Quiz competition of Phoenix 2k14.

- C, C++ from IIT Bombay.
- Advance Networking Training

Co-curricular

- Attended workshop:
- Android App Development(Feb 2017).
- Software Testing(Selenium Tool).
- Coordinator: Tech-Symposium 2k17

Extra Curricular

- First prize in prose writing competition.

PERSONAL DETAILS

Name	:	Miss. Gayatri Prabhakar Nandikurale
Father's Name	:	Mr. Prabhakar Appa Nandikurale
Marital Status	:	Single
Date of Birth	:	05-Jan-1995
Language Known	:	English, Hindi & Marathi
Nationality	:	Indian

DECLARATION

I hereby declare that all these information furnished by me are true to the best of my knowledge.

Date:

Place : Pune

(Gayatri Nandikurale)