

Komal Jha

Executive IT

A resolute practitioner who concentrated on development and success while making a sustainable contribution to organization's profit. Seeking to leverage my professional and technology skills to learn and immerse in new roles.



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📍 Greater Noida, India

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EDUCATION

B.tech in Biotechnology

Jaypee Institute of Information Technology Noida

2017 - 2021

Noida

XII (Senior Secondary), Science

Ursuline Convent Sr.Sec. School

2016

Greater Noida

X (Secondary)

Ursuline Convent Sr.Sec. School

2014

Greater Noida

WORK EXPERIENCE

Executive IT

HerofinCorp

09/2021 - 05/2023

New Delhi

Achievements/Tasks

- Working experience of 1.8 years in solving business problems with proactive approach.
- Working with a wide range of stakeholders and collaborating within the team to execute analytics driven strategies for business growth.
- To Coordinate between lines of business and the development team.
- Led business improvements in customer communication capabilities (e-mail, SMS, IVR, whatsapp) for entire portfolio.
- Streamlined IT operations and reduced support tickets.
- Assisted in the testing, enhancement, Change Request and implementation of new project and ensuring seamless integration of daily operations activities.
- Experience in an Agile/SCRUM environment.
- Having basic knowledge of SQL queries and Learning API Testing.
- Expertise in Understanding and Analysing Test Requirements (SRS), Tracking changes and maintenance of Test Requirements and identified test scenario.
- Responsibilities included: Project Management, Business Requirement Analysis, Vendor Management, internal Stakeholder Management.

Subject Matter Expert

Chegg India

06/2021 - 07/2021

Achievements/Tasks

- Created solutions for Chegg Study board as a Chemistry Subject Matter Expert and content support management.

SKILLS

Analytics

Oracle SQL developer

SAS

Postman Api

JIRA

UAT Testing

Finnone

Analytical and Problem solving

HTML

Strategic Planning

Vendor Management

CERTIFICATES

SAS Base (03/2022 - 05/2023)

SAS Institute

The Fundamentals of Digital Marketing (05/2020)

Google

INTERESTS

Painting

Arts

Mindfulness

Cognitive flexibility