

Medha Raj
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CAREER OBJECTIVE.

Seeking excellence in the field of Analytics, Operation, Quality Assurance and Global Reporting Business analyst with expertise knowledge of Reporting using **JAVA, OOPS, MYSQL, EXCEL, POWER-BI**

CORE AREAS OF EXPERTISE & EXPOSURES

- Individual Contribution Role-Global
- Presenting Insight for the leaders and client.
- Expertise to manage large data volume.
- Expertise to Find Insight Without available KPI.
- Expertise knowledge to work different project on a same time.
- Expertise in Global Reporting. .
- Expertise to prepare SOP

SYNOPSIS

- A result –oriented professional with 2 years and counting of Hands-on experience in Network Analyst, Delivery Reports, using to meet Business Purpose.
- Presently Working with HCL as a Network Analyst.
- Project: Cloud Analogy using Salesforce, Software Testing, Manual Testing, and debugging.

PROFESSIONAL EXPOSURE

Currently Working with HCL Technology as a Network Analyst.

Position Summary

Duties and Responsibilities:

Reporting Process and Results Ownership

- Configuring hardware and software to optimize network communication.
- Setting up LAN and WAN networks, as well as Voice Over IP and VTC devices.
- Managing IP addresses and resolving conflicts.
- Monitoring and maintaining network servers and performing upgrades.
- Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier.
- Conducted security assessments and made recommendations for display recovery, remote access, network appliances, servers, and directory services security.
- Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up- time.
- Identified means to reduce and control expenses by conducting cost, schedule and contract performance analysis and improving resources allocation.

Client Interaction and Communication

- Maintain client facing communication, including presentation creation and delivery, to multiple clients, varying from operational to executive audiences.
- Maintain open communication with client reporting and governance teams to ensure full transparency of reporting methodologies and processes
- Attend client facing business reviews periodically to share results and discuss strategy (occasional travel required)

Centralized Reporting Team Management

- New reporting requests:
- Determine level of effort and business impact, ensuring alignment with Operations strategy
- Prioritize based on the above, as well as executive visibility, Operations bandwidth to use and execute information, and any additional factors pertinent to current business operations
- Create and maintain highly effective review protocols to ensure accuracy and consistency across all reports, both automated and ADHOC.
- Individual contribution as well as oversight of team:
- Create and maintain a suite of automated reports utilizing varying database tools and resources for contact center operations handling multiple contact channels including inbound/outbound voice, chat, email, social media, and back office support
- Provide detailed data analysis and actionable suggestions to Operations to improve performance and efficiencies.
- Maintain clear and concise operational reporting documentation

ACADEMIC/ PROFESSIONAL QUALIFICATION

College /institute	Year of passing	Degree.
• CBSE	• 2015	• HIGHER SECONDARY EDUCATION
• CBSE	• 2017	• SECONDARY EDUCATION
• Greater Noida Institute of Technology	• 2021	• B TECH-Computer Science

HANDS-ON SOFTWARE EXPERIENCE

- MS Office product, Advanced MS Excel, Power BI
- JAVA, OOPS
- HTML, CSS
- Concept, Selenium, Computer Networks, Software Engineering
- Citrix, ServiceNow, Azure AD, ITSM Tooling

PERSONAL DETAIL

- Languages Known: Hindi & English
- Address: Noida
- Date of birth: 26/11/1998
- Marital status : Single
- Father's name : Anil Sharan