

Ekta Prabhakar Sawant

ADDRESS: 107/A, Prashant Sankul

Prashant nagar, Diva (E)-400612

☎(91)7021123365 ✉Mektasawant11@gmail.com

OBJECTIVE:

5+ years of experience in handling various Projects handling and database testing. I am skilled in various testing methodologies with experience in Agile Methodology. Coordinating with multiple cross functional teams to get the work done. Team person and always curious to learn new things to develop my skillsets with quick grasping ability.

EXPERIENCE:

Spatial Database specialist | HERE Technologies |September 2018 to Present |(Project Handling:2 yrs., Spatial Data Specialist I:2 yrs.)

- Analyze and resolve project issue on timely manner.
- Understanding Requirement Specifications and Design Documents
- Familiar with all aspects of SDLC.
- Worked on different projects and monitoring the daily progress of projects.
- Plan meetings and organizing projects details.
- Plan Budget for each project.
- Worked extensively in agile environment using tools JIRA.
- Timely reporting of Status / Risks / Issues to client by direct interaction in Client Status Calls / Program Calls
 - / Scrum calls and by status emails.
- Support in designing and creating geospatial database.
- Work in compliance with GIS standards and quality policies.
- Plan and coordinate GIS activities to meet outlined goals.
- Oversee data flow, management, and distribution activities to support GIS.
- Extract data from Here's Database using queries and
 - commands.
- Provide technical guidance to GIS users when needed.
- Perform work allocations on basis of its priority and meet the project deadline
- Monitoring JIRA and KANBAN Boards.
- Provide mentoring to new users.

Project Associates | Datamark BPO Service PVT LTD |February 2017 to August 2018

- Manage everyday work activities and informed supervisor appropriately.
- Administer and collect all metrics on processes and identify data points to improve all processes.
- Perform quality check assessment on all processes of various associates.
- Ensure and maintain effective professional relationships with staff.
- Make sure that clients' needs are met as projects evolve.
- Monitor project progress and handle any issues that

EXPERIENCE:

Senior Executive| WNS Global Services | April 2015 to September 2016 |

- Ensure customer care service standard of the company is strictly adhered to by every customer service personnel.
- Participate in recruiting and training of fresh customer service employees.
- Handle complicated and unresolved issues from less experienced personnel.
- Deliver appropriate and relevant information, and when not in the position to, refers customer(s) to appropriate department.
- Supervise the activities of lesser customer service representatives in the accomplishment of customer care goals.
- Develop strategies and plans for customer support.

EDUCATION:

- M.Sc (IT) 2017: Mumbai University.
- B.Sc (IT) 2013: Mumbai University: 61.03%
- H.S.C 2010: Maharashtra Board : 68.67%
- S.S.C 2008: Maharashtra Board : 76.92%

TECHNICAL SKILLS:

- Operating Skills: Windows7,10
- ArcGIS for desktop, Arc to Atlas, Atlas, Mapcreator, Excel
- MS-CIT passed with 78%
- MS-EXCEL, MS-WORD, MS-POWERPOINT
- Languages known SQL, HTML, Manual Testing, Java, Python

ORGANIZATION LEVEL DETAILS:

PROJECTS:

- **MCO & TriGeo:**
 - This project consists of different mapping related tools.
 - Testing of each tool is done before launching it to production.
- **Technothon:**
 - This project was run through out the organization to identify problem statement from given statements.
- **KJ Automation (Manual & Automation):**
 - This project consists of different modules which stores the information about customers, Tools, Best Practices etc.

ON JOB TRAINING & DEVELOPMENT:

- Quality Management & Control
- Problem Solving & Decision Making
- Agile Scrum
- Environment, Health, and Safety Awareness Training
- Six Sigma: Green Belt
- Grow your Personal Communication Skills

SOFT SKILLS:

- Good problem-solving skills
- Willingness to learn new things.
- Team Player
- Quick learning, Self-Motivated

PERSONAL DETAILS:

- Mother’s Name: Pramila Prabhakar Sawant
- Father’s Name: Prabhakar Shambha Sawant
- Date of Birth : 23rd October 1992
- Languages : English, Marathi, Hindi

DECLARATION:

I hereby affirm that the information given in this document is accurate and true to the best of my knowledge.

Date:

Place: Thane

(Ekta Prabhakar Sawant)