

# Sayali Alhad

Software Support Specialist

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## Skills

### Support Tools

Microsoft Azure  
CSM  
CRM  
Ensemble  
Mainframe  
ETM-Rating table  
QMF  
CSED  
RCM  
Postman  
Redash  
Tableau  
TelQ  
CSG Assure  
Wireshark

### Monitoring Tools

Grafana  
Kibana  
Azure

### Testing Tools

Ginger  
Quality Center

### Ticketing Tools

Salesforce  
Jira  
BMC Remedy

### Technical Skills

Java  
Python  
SQL  
DB2  
Selenium  
Unix  
XML  
SMPP  
DNS Server

## Education

Bachelor of Computer Science  
Pune University-Pune.  
June 2009 to June 2012

Master of Computer Science  
Pune University-Pune.  
June 2019 to Present

## Accomplishments

Customer Satisfaction award  
at Maersk, Pune  
December 2013

Best Employee of the Quarter  
at Amdocs, Pune  
June 2015, March 2016, June 2017

## Professional Experience

### Software Support Specialist at OpenMarket-An Infobip Company, Pune

April 2018 to Present

- Responsible for prioritization, problem solving, supporting resource management, communication and risk management within assigned projects.
- Lead and manage a team in providing the high-quality services that meet and exceed our contracted commitments.
- Mastered in delivering legitimate and timely technical support with an emphasis on building strong relationship with clients.
- Maintained healthy association with customers by communicating with them on timely basis to ensure they understood the consequences of their account set-up and assisting them to feel supported for online registration.
- Troubleshooted aggregator or customer concerns related to SMPP and HTTP connections using Packet Data Units (PDU).
- Expert in managing outage situation like server break-down, queuing towards aggregator or carrier.
- Delivered timely resolution of issues raised by clients about the company products, SMS and MMS message delivery queries, firewall blocks and network lookup services.
- Introduced several alerts to monitor system functioning and server health.
- Managed maintenance notification or outage notification in case any SMSC is performing maintenance or experiencing degradation in their services.
- Automated frequent troubleshooting steps to accelerate problem isolation and thereby resolution of latency, DLR dip by creating SQL queries.
- Assisted team and managers in preparing Summary Reports and RCAs in case of the service breakdown.
- Conducted stand-up call with peer teams to analyse on-going or past issues and discussing possible resolution strategies.
- Spearheaded special projects and resolved complex problems that impacted management and business direction.
- Provided excellent leadership skills to maintain steady and productive operations. Also applied expert knowledge for daily tasks completion and streamlining workflows.

### Revenue Assurance Analyst at Amdocs Development Center, Pune

March 2014 to April 2018

- Identified and articulated inconsistencies between stated business requirements and the technical delivery of business requirements using test cases and test plans.
- Examined new business requirements and prepare test cases as per the specification, execution of test cases.
- Operated closely with customers, higher customer support tiers, developers to reproduce or debug customer issue.
- Worked with Business Analysts, Developers, and peer teams to document, inspect and integrate new business requirements.
- Led the testing team for quality assurance and identifying root cause and resolve the issue on timely manner.
- Accurately recording and documenting all actual results compared to expected results.
- Analysed the areas of potential improvement and contributing the new ideas in terms of Kaizen to increase the efficiency of process.
- Engaged in UAT testing, SIT Testing, Regression Testing and Functional testing.

### Associate-Application Support at Maersk Global Service Center, Pune

July 2012 to March 2014

- Main goal was to provide resolutions to the incidents raised by end users regarding Workspaces and java errors.
- Eliminated the errors while developing the Workflow like run time errors, debugging errors on Java platform.
- Conducted UAT testing for new releases and performed sanity check of Application after deployment.
- Delivered the accurate and timely resolution to customer issues raised in BMC Remedy ticketing tool.
- Streamlined and automated the process of monitoring and reporting the issues to technical team.

## Certification

Advanced Java Certification from Concourse Education, Pune  
August 2013

Lean Six Sigma (White Belt) Certification from Maersk Global Service Center, Pune.  
July 2013

Process Excellence Certification from Maersk Global Service Centre, Pune  
September 2013