

SUMMARY

To pursue a highly rewarding career, seeking for a job in a challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth as well as my self-development.

EDUCATION

Master of Computer Application Jun '05 - May '08
Bachelor's in computer science Jun '02 - May '05

KEY SKILLS

Agile Methodology

Documentation

Coordination

Troubleshooting

Time Management

CERTIFICATIONS AND TECHNICAL SKILLS

- CERTIFIED SCRUM MASTER FROM SCRUM ALLIANCE
- SQL
- HANDS ON EXPERIENCE IN DAM TOOLS LIKE Nuxeo, Media Beacon, Censhare

PROFESSIONAL EXPERIENCE

DAM Librarian Apr '19 - Present
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- Analyzing project requirement by preparing a work flow chart and diagram using knowledge base
- Analyze user information system needs
- Document the functionality and requirement and preparing FAQ document
- Performing QA checks on the assets uploaded on the DAM platform
- Managing Digital Assets in a designed platform for different clients which are built on assetSERV, Media Beacon, Nuxeo, Censhare DAM platforms, offering technical support for various clients which are in various domains
- Management (First Level Resolution and Training) and proactive problem management
- Coordination with various associates, managed customer requirements, implemented evaluation measurements, and employed complex work-processes, optimization methods, and risk management tools, case ownership and closure
- Health Check of the system is performed on a daily basis and there port, which contains the performance of the system and metadata curation is sent to the client
- Training new candidates and mentoring
- Sending weekly reports for escalated tickets to customer management and technical team in order to receive the updates
- Communicating with internal/external clients to determine specific requirements and expectation; managing client expectations as an indicator of quality
- Worked in various DAM functionalities and have a good knowledge on various DAM tools like assetSERV, Nuxeo, MediaBeacon
- Maintained a team in terms of performance, maintaining necessary trackers, preparing reports and sharing as per the requirement
- Prepared FAQ documents for the team to use which reduced the errors and escalations
- Prepared reports to show case pending and closed tickets to clients and management

Junior Scrum Master Feb '18 - Mar '19
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- Facilitate and organize Scrum events - help the team focus on goals, self-manage to achieve objectives sprint-to-sprint
- Collaborated with the Product Owner to ensure and maintain timely deliveries
- Advocate for effective use of agile methodologies, while adapting to the specific needs of your team
- Good understanding of all phases of the software development lifecycle
- Able to communicate effectively with global partners
- Tracking, reporting of all relevant team performance metrics