Amiable and hardworking who has the skills to get the work done!

ELIZE MODI

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EXPERIENCE

L2 Analyst & Subject Matter Expert
Tata Consultancy Services Ltd
📅 August 2019 - Present   📍 Pune, India

- Part of digital Prepaid CRM(SWIFT)as a SME (Subject Matter Expert) which is designed for Vodafone and Idea prepaid subscriber base for all CRM related functionalities.

Roles and Responsibilities

- Complete ownership of 2 critical process of SWIFT CRM.
  1. Password Change (A mandate activity conducted every 60 days)
  2. SIM Exchange end to end handling at CRM end.

- Worked on stabilizing the SIM exchange process by reducing the failure count per day from 1200 to 5-10. Achieved SIM exchange processing TAT improvement from 75 % in Feb 2021 to 99.5 % in June 2021(within 10 mins). Thereafter achieving 99.7 % SIM Exchange Processing TAT within 5 mins in Oct 2021. And complete closure of requests within 2 hours in Dec 2021. Achieving similar TAT targets for FLC requests as well in the same timeline.
- Lead the team of 5 members for achieving SIMEX TAT and got rewarded as Star Team for the same.
- Lead the execution of password change activities conducted every 60 days. Along with prerequisites for upcoming demands and various DR drill activities and DB migration activities.

Key Learning and Achievements

- Skilled in identifying problems and resolving issues in a proactive manner and taking ownership of a particular process and maintaining end-to-end functionality.

Business Analyst
Argusoft Pvt Ltd
📅 January 2019 - June 2019   📍 Ghandhinagar, India

- Part of employee review system (internal project). This was developed to streamline the review system of Argusoft where reviews were set by management (mapping a reviewer with reviewee/s). All reviews were accessible by higher management to get a clear review of all employees.

Roles and Responsibilities

- Created user stories, requirement gathering, outlining problems and solutions for the business working in agile model.

SKILLS

Telecom   Strong Verbal and written communication skills

Ownership   Process Management   SQL   Unix   DBeaver

Postman   Critical & Analytical skills

Requirement gathering & analysis   Risk analysis & decision making

Tableau   Agile

EDUCATION

B.Tech: Gujarat Technical University (Birla Vishwakarma Mahavidyalaya)
Computer Engineering 7.5 CGPA
📅 July 15 - May 19   📍 Anand,India

HSC
Shardayatan 84 %
📅 2015   📍 Surat,India

SSC
P. R. Khatiwala 89 %
📅 2013   📍 Surat,India

RECOGNITIONS

🏆 **Award**
Received "**Star of the Month Award 2020**" within 6 months of working in the project for ownership of password change process management.

🏆 **Award**
Received "**On the Spot Award 2021**" for working proactively on SIM Exchange fixes and streamlining the process.

🏆 **Award**
Received "**Star Team Award 2021**" for achieving 99.7 % TAT within 5 mins and complete closure in 2 hours for SIM Exchange process.

🏆 **Award**
Received "**Best Team Award 2021**" for SWIFT DB Migration activity successful completion.

🏆 **Award**
Received "**Continuous Feedback Champion 2021**" for contributing to create a culture of continuous feedback for FY'22 till 31st Dec 2021.

♿ **Appreciation**
Received "**Client Appreciation**" for stabilizing Prepaid CRM after Go-Live in Aug – 2020.

♿ **Appreciation**
Received "**Colleague Appreciation**" for ownership of BAU activities of the team.