ANILA JOSE

Dubai

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WORK EXPERIENCE

- **Technical Support Engineer, LiSEC,** Dubai, United Arab Emirates(Dec 1969 to Aug 2022)
- **Senior Systems Engineer, Infosys,** , India(Dec 1969 to Jul 2017)

EDUCATIONAL BACKGROUND

- **Purdue University**, Dubai, **Post Graduation Certification,** 2023, Business Analysis

- **CUSAT**, Kerala, **Bachelor of Technology,** 2014, Computer Science Engineering

SKILLS

- **? business analysis**
- **analytical skills ? requirement gathering**
- **data processing ? tableau**
- **power bi**
- **sql**
- **python • ms office apps**
- **advanced excel**
- **dynamics 365 crm ? linux**
- **agile scrum ? itil - incident**
- **problem & change management ? technical support**
- **it operations**
- **application maintenance ? root cause analysis**
- **problem solving ? customer service expert**
- **communication expertise ? quotation and order entry**
- **price systems maintenance**

- statistics and reporting ? invoice and delivery management
- purchase and stock management.

PERSONAL BACKGROUND

- **Birthday:** - 1992-03-25