

ANILA TRESA JOSE



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📍 Dubai, United Arab Emirates

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PROFILE

Motivated IT Business Analyst with 8+ years of expertise in Technical support, IT and systems integration, Business analysis and Data Visualization. Skilled in troubleshooting technical problems, implementing solutions, driving business productivity and success. Detail-oriented team player with strong organizational skills and communicates efficiently with both technical and non-technical stakeholders to accomplish objectives. Looking to leverage skills and passion in Technical Support and Business Analyst role.

EXPERIENCE

Technical Support Lead

LiSEC | Dubai

📅 Nov 2021 - Dec 2022

- Assisted in 25+ customer onboarding and ensured smooth transitioning with required documentation, training, and support.
- Liaised between various Stakeholders to analyze business requirements, support change, resolve complexities and deliver high-quality customer experiences.
- Designed and developed reports and dashboards using MS Dynamics 365 CRM & Tableau to consistently achieve targets in line with IT strategy.
- Collaborated throughout systems development lifecycles, from requirements gathering to production releases and managed a team of 5 members.
- Optimized business performance by developing best practices and streamlining processes which reduced organizational operating costs.

Senior Technical Support Engineer

LiSEC | Dubai

📅 Nov 2018 - Nov 2021

- Provided subject matter expertise to diagnose and resolve technical issues for customers against SLAs, maintaining high satisfaction rate using JIRA.
- Increased resolution rate and decreased response time by creating technical support documentation and knowledge base articles.
- Administration of numerous databases by resolving database issues and maintaining DB servers.
- Accomplished DB migrations and Disaster Recovery (DR) that led to significant improvements in software solutions.
- Analyzed and organized business data using SQL and produced Statistical reports using advanced Excel spreadsheet functions.

Technical Support Engineer

LiSEC | Dubai

📅 Nov 2017 - Nov 2018

- Coordination and support of 7 applications which automated various activities in the Glass processing industry.
- Installed and configured new software for users and monitored version and patch update requirements.
- Streamlined UAT and maintenance of LiSEC systems to deliver reliable, high quality technical support.
- Identified workflow bottlenecks in the system and implemented effective solution strategies to ensure quality and stability of the application.
- Executed Root Cause Analysis (RCA) to check on reported errors, reproduce problems and trace faults, thereby guiding customers through bug fixes and proactive maintenance.

Senior Systems Engineer

Infosys | India

📅 Dec 2015 - Nov 2017

- Detailed network design of the entire National Broadband Network (NBN) across Australia using SpatialNet (AutoCAD tool).
- Data loading, Design validation, Correction and Execution of their broadband network using MapInfo and Google Maps.
- Worked closely with customers and other stakeholders for planning, implementation and integration of almost 300 Network areas.
- Contributed to requirements gathering and analysis for network design and production projects. Automated tasks to reduce effort and increase productivity using Excel spreadsheet functionalities.
- Licensing, Asset transfer and Ready for Service ensured with formal acceptances from Design partners.

Systems Engineer

Infosys | India

 Oct 2014 - Dec 2015

- International corporate banking application support for Royal bank of Scotland
- Installed, configured, tested and maintained operating systems, database, application software and system management tools.
- Monitored application performance to identify potential bottlenecks and collaborated with developers on solution implementation.
- Handled real-time BAU issues related to payment processing, client interfacing and infrastructure using HPSM9 and ServiceNow.
- Managed installation, upgrade and deployment projects to ensure the highest level of availability.

Systems Engineer Trainee

Infosys | India

 May 2014 - Oct 2014

Projects & Assignments on:

- OOPS concepts
- Basics of Java
- RDBMS and SQL
- Software Engineering (SDLC)
- Basics of HTML and CSS
- DBA
- ITIL

EDUCATION

Post Graduate Program

 Dubai, 2022 – 2023

Post Graduate Certification in Business Analysis from Simplilearn in collaboration with Purdue University Online.

Bachelor of Technology

 India, 2010 – 2014

Computer Science & Engineering from Cochin University of Science and Technology.

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.

CERTIFICATIONS

- Introduction to Business Analysis
- Purdue University Business Analysis Masterclass
- PC BA Industry Masterclass
- Statistics Essential for Data Science
- Certificate of Capability in Business Analysis (CCBA)
- Certified Business Analysis Professional (CBAP)
- Professional Certificate in Business Analysis (PCBA)
- Business Analytics with Excel
- Business Analysis using Tableau
- Business Analysis using Power BI
- Digital Business Transformation
- Mathematical Optimization for Business Problems
- Agile Scrum Master
- Data Analysis with Python
- Data Visualization with Python