**LIGY ANN VARGHESE** 

SENIOR TECHNOLOGY SUPPORT SPECIALIST

**PERSONAL PROFILE**

Highly dedicated and accomplished Senior Technology Support Specialist and Project Management Officer with 6+ years of experience to implement strategies directed at acquiring data and promoting the development of new insights across the business. Expertise in Statistics, Mathematics, Analytics and PMO. Implemented enterprise-scale reports and dashboards along with experienced working with AP, AR process. Proficient understanding of business operations and Analytics tools for effective analysis of data, result-driven individual, be passionate and a self-starter, be proactive requiring minimal supervision, be highly organized, have an ability to handle multiple tasks and meet tight deadlines, be a creative and strategic thinker, work comfortably work in a collaborative setting and substantial experience working with big data infrastructure tools such as Python, SQS, and Tableau. Possesses exceptional written and verbal communication skills and excellent interpersonal skills.

**CORE COMPETENCIES**

* Team player, good inter personal communication skills.
* Collaboration and Support with stakeholders
* Good Communication Skills
* Good Interpersonal Skills and People Management Skills
* High Analytical Skills
* Effective Problem-Solving Skills
* Strategic Thinking ability
* Project Management Skills

**TECHNICAL SKILLS**

* Proficient working knowledge in programming language Python for data gathering, data cleaning, statistical analysis, and data visualization.
* Effective data visualization methodology to scale visualizations, and know which charts to use depending on the end users.
* Data Warehousing connect databases from multiple sources to create a data warehouse and use querying languages to find and manage data.
* Expertise in MS Dynamics 365 and deliver greater results through predictive, AI-driven insights.
* Proficient knowledge in querying language used in SQL including PL/SQL (Procedural Language/SQL).
* Data Mining, Cleaning and Munging: to clean and process unstructured data through programming.
* Advanced Microsoft Excel: Able to handle on Excel and understand advanced modelling and analytics techniques.
* Ability to communicate effectively in both technical and non-technical terms.
* Aware of the expectations from the project and report all positive and negative developments to the necessary authorities.
* Ability to foresee potential effects and obstacles of the project and steps can be taken to prevent these drawbacks.

**WORK HISTORY**

**Senior Technology Support Specialist**

INFOSYS LTD, Trivandrum, India | Aug.2015-Dec.2019

* Conducted detailed analysis, generated insights and visualizations and published reports based on company-wide data. Manage the planning and development of design and procedures for metrics reports.
* Successfully interpreted data in order to draw conclusions for managerial action and strategy.
* Used statistical techniques to validate, analyse data and interpretations to provide ongoing reports.
* Proposed solutions to improve system efficiencies and reduce total expenses. Supporting the statistical analysis data using Python.
* Modelling and predictive analytics techniques to generate useful insights and actions.
* Implementation and support of critical Business reports, Excel Reports, and other data visualization tools working with Operations and Support teams.
* By using MS Office tools, creating both visually and verbally engaging/drafting reports and presentations, for senior data science leadership.
* Supports business analysis activities to gather required reporting and dashboard requirements.
* Demonstrates substantial deep knowledge of data mining techniques, relational, and non-relational databases.

**Project Management Officer**

INFOSYS LTD, Trivandrum, India | Aug.2013-Jul.2015

* Maintaining the financial models for month end reporting, budgeting and forecasting.
* Invoicing and Project Budgeting and AP, AR processes using enterprise tools.
* Supporting the company CSG to manage the project operations and handling the end-to-end high-level project management activities.
* Coordinate formal/informal schedules to manage the engagement contract.
* Keeping an up-to-date repository of projects underway and requests pending review.
* Work with management to prioritize business and information needs. Implementing scoring and prioritization data models to help assess which requests should be approved.
* Designing and maintaining data systems and databases; this includes fixing coding errors and other data-related problems.
* Preparing reports for executive leadership that [effectively communicate trends, patterns, and predictions using relevant data](https://www.northeastern.edu/graduate/blog/communicating-with-data/).

**EDUCATIONAL SUMMARY**

**B.E. Computer Science & Engg**

**Arulmigu Meenakshi Amman College of Engg,Anna University, Tamil Nadu, India | 2012 | 76%**

**12th Standard**

**N.S.S. Higher Secondary School, Karuvatta, Kerala, India| 2008 | 86%**

**SSLC**

**Bethany Balikamadom Higher Secondary School, Alappuzha, Kerala, India | 2006 | 88%**

**SOFTWARE / TOOLS PROFECIENCIES**

* Advanced Python, NUMPY, Pandas
* Basic SQL/PL SQL
* Advanced MS Office (Excel)
* MS Dynamics, Tableau, Jupyter Notebook

**ACHEIVEMENTS**

* Certified for presenting Poster titled ***‘Typecast-***

***ing of Microarray Data using Machine Learn-***

***ing Algorithm’*** at CoCoNet’19, IIITM-Kerala.

* Awarded for being the ‘***Mastermind of Trivandrum DC’*** in Infosys.
* Awarded ***‘Individual Extra Miler Award’*** for quality and production.

**CONTACT DETAILS**

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**LinkedIn:** Linkedin.com/in/ligy-ann- varghese-142bb1160

**Date of Birth:** 26-11-1990

**Nationality:** Indian

**Passport:** T2574576

**Marital Status:** Married

**Language Proficiency:**

English: Expert level

German: Beginner A1 level

Hindi: Intermediate level

Malayalam: Native Speaker level

**PERSONAL REFERENCES**

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