

Jeena Georgekutty Muthalaly

Engineer

✉ Jeenagmuthalaly@gmail.com ☎ +97338765058 📍 Qudaibiya, Bahrain 📅 1993-06-23 🇮🇳 Indian

🔒 Married 🌐 Jeenagmuthalaly 📄 Spouse Visa ♀ Female

PROFILE

Compassionate and dedicated professional with over 7 years of experience in problem-solving and critical thinking, skills highly transferable to customer service. Proven track record in assessing situations, delivering effective solutions, and managing challenging interactions with empathy and professionalism. Eager to leverage strong interpersonal skills and a quick learning ability to deliver exceptional customer support and service.

WORK EXPERIENCE

Investnet Asset Management

Associate Lead Engineer

Role : Application Support Engineer

05/2017 – 03/2025
Thiruvananthapuram

- * Developed and delivered ad hoc reports and client-specific report requests.
- * Created and executed scripts in the production environment for data loads and issue resolution.
- * Wrote efficient and optimized SQL and T-SQL queries for data extraction, transformation, and reporting.
- * Collaborated with Client Managers to resolve platform-related issues and ensure smooth client operations.
- * Worked closely with development and QA teams to identify, troubleshoot, and resolve system bugs.
- * Performed financial data analysis and generated insightful reports based on client and business needs.
- * Analyzed raw data sets to derive conclusions and provide actionable recommendations.
- * Monitored automated data loading processes and handled any related data issues or failures.
- * Thoroughly documented support cases, including troubleshooting steps, recommendations, and final resolutions.

EDUCATIONAL BACKGROUND

Bachelor of Engineering in Electronic and Communication

Anna University Chennai

07/2011 – 2015
Nagercoil

Higher Secondary (Maths-Biology)

Government Higher Secondary School

07/2009 – 2011
Sadanathapuram

SSLC

RamaVilasam Higher Secondary School

2009
Valakom

TECHNICAL SKILLS

Programming and Scripting – Java, PHP, Production environment scripting (Issue Resolution)

Application and Tools – Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, Teams), JIRA
Newrelic, Confluence

Data Analysis – Data Analysis, Financial data analysis, Transformation and reporting.

SPOKEN LANGUAGES

English • Malayalam • Hindi • Tamil

RECOGNITION

Star of the Quarter Award <i>Envestnet Asset Management</i> Q3 For Consistent high performance over the months	12/2023
Star of the Quarter Award <i>Envestnet Asset Management</i> Q1 Outstanding contribution in UMP Support and Significant effort in solving complex issues	12/2022
WOW Award <i>Envestnet Asset Management</i> Q2 Outstanding performance in handling and resolving tickets	12/2022
Play Makers Award Q2 For exceptional collaboration efforts within the team	12/2022

SOFT SKILLS

Client & Customer Support – Customer Service, Client Support, Managing challenging interactions, Active listening

Leadership & Teamwork – Team player, Collaboration, Leadership (Associate Lead Engineer)

Core Competencies – Adaptability, Flexibility, Time management, Multitasking, Patience, Positive attitude, Continuous Learning, Active listening

Problem Solving – Troubleshooting, Bug Identification & Resolution, Platform Issue Resolution, Critical Thinking, Analytical Thinking, Problem-Solving

INTERNSHIPS

Associate Trainee Soddifare Technologies

Duration PHP

Thiruvananthapuram