**Rajulapati Durga Soumya Sri**

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**Experience Summary**

I am an associate with Tata Consultancy Services since March 2013 with a total of 10 years of work experience. My experience has been primarily in Development, Administration and Testing in Unica Marketing Tool in EMM (Unica Campaign and Interact), Database operations in DB2 and Oracle, SQL Server, Unix scripting, Risk/Impact Analysis, SDLC Management.My technological forte is Unix/SQL, Database Operations,Unica Campaign and Interact.

**Technology**

Below is a list of important hardware, software products, tools and methods that I have worked with.

| Hardware | Software Products & version | Tools |  |
| --- | --- | --- | --- |
| WINDOWS XP/NT/2000/2003/2008 on Pentium PC  Database  Linux  Websphere | 7    DB2 9.7.0.9, Oracle 12.1.0.2  OEL 6.5, RHEL 6.7  8.0.0.10,8.5.5 | * Enterprise Marketing Management Tools * IBM Campaign 9.1 and 11.1 * IBM Interact 9.1 and 11.1 * Watson Campaign Automation(Silverpop)   SQL Developer  Putty, WinScp |  |

**Qualifications**

(In chronological order starting from the most recent)

| Qualification | College Name | Percentage | Year of Passing |
| --- | --- | --- | --- |
| B.Tech in ECE | Shri Vishnu Engineering College for Women,Bhimavaram | 76.24 | 2012 |
| Diploma in ECE | AANM & VVRSR Polytechnic College, Gudlavalleru | 93.59 | 2009 |
| SSC | Gemini English Medium School, Vuyyuru | 89.16 | 2006 |

**Engagement Summary:**

The details of the various assignments that I have handled are listed here, in chronological order.

| Employee | Tata Consultancy Services |
| --- | --- |
| Project | Refinitiv / London Stock Exchange(LSEG) |
| Tenure | 25th June 2019 to till date |
| Description | Interact application provides In Product Messaging to the customers by surfacing offers on the desktops of third party applications. |
| Role | Unica Interact Developer and Admin |
| Tools | IBM EMM Campaign, IBM EMM Interact,Unix,Oracle,Websphere,Winscp,Putty |
| Highlights | When I joined , I was given ownership on the **Refinitiv Tech Refresh Project** which is completely new architecture to be setup for servers and upgrade the Unica version from 9.1 to 11.1.  As a part of this project, below are my responsibilities.   * Installed base and fixpacks of Unica 11.1 * Worked on WAR files deployment, creation of additional interact system tables, Configuration and setup. * Created all the objects like offers,flowcharts,campaigns,sessions,segments,Interact channels,Interaction points,zones,event patterns,strategies & rules. * Responsible for end to end development and support right from the installation to delivering the project without any defects and received appreciation from the customer.   I extended my working hours when needed to work with Business due to timezone difference.  Post Tech Refresh Project, below re my responsibilities till date.   * To make sure our application is available 24/7 and do daily health checks. * I Applied hotfix to the vulnerabilities like XML Entity Injection and Log4j2 etc identified by IBM, HCL. * Worked on different Event Patterns of Contact, Accept,Reject events to provide accurate functionality to the customer. * I provide quick and timely support to the sudden flowchart execution errors, suppression issues,blacklisting, data related issues or any issue the customer is facing in our application. * I perform start/stop of application related JVMs and do necessary changes in websphere configuration from the console. * Worked on changing the domain names of our servers. * I Perform Disaster Recovery test anually. * I configured triggers in compass automation tool to monitor CPU, Memory,filesytem utiliztion,outage of the application to send us the email or incident if it reaches its threshold. * I monitor the feed of our application related informatica flows. * As of now, I didn't miss SLA for any of the tickets related to our application and no escalations so far. |

| Employee | Tata Consultancy Services |
| --- | --- |
| Project | Fiat Chrysler Automobiles |
| Tenure | 1st Jan 2019 to 14th June 2019 |
| Description | Email targeting new owners to thank them for the purchase of their vehicles and provide key information they need to make the most of their new vehicles. Email (eWelcome) will be sent to all eligible new owners the week following notification of sale. |
| Role | Unica Admin |
| Tools | Watson Campaign Automation(Silverpop),IBM EMM Marketing Operations, IBM EMM Campaign, Unix,Oracle,HTML |
| Highlights | * I have designed a single template which can be sent to the customers of five brands by configuring rulesets in it.So a single template ruleset code is reusable for all the brands of multiple customers. * Proof reading of each testing scenario to ensure the quality of deliverables are good so far. * I have developed personalised code and dynamic ruleset in a single template to serve for five brands like Chrysler,Dodge,Fiat,Jeep, and Ram. * eWelcome of all brands have been deployed to production After prior approval from UAT in order to ensure defect free delivery of the code. * Received appreciation from the client for the success of this project. |

| Employee | Tata Consultancy Services |
| --- | --- |
| Project | Thomson Reuters |
| Tenure | 25th Nov 2016 to Jan 5th 2018 |
| Description | Interact application provides In Product Messaging to the customers by surfacing real time offers on the desktops of third party applications. |
| Role | Unica Interact Admin nd Developer |
| Tools | IBM EMM Campaign, IBM EMM Interact,Unix,DB2,Websphere,Winscp,Putty |
| Highlights | * Installation of Interact module in Unica Platform * Integration of third party applications like Eikon,Workspace,WorldCheck etc with installed module. * Display of the offers in the above mentioned applictions. * To manage the frequency of offers. * To manage the number of offers displayed in any given period. * To prioritize the delivery of offers. * Ordering of Offers. * Integrating Interact into the ‘info bar’ which is a message zone that can be displayed in any app. * Addressing business rules, reporting, and offer management. * To suppress calls to Interact when a workspace is loaded to prevent the user being presented with multiple offers simultaneously. * To manage the apps that are able to display the info bar message zone. |

| Employee | Tata Consultancy Services |
| --- | --- |
| Project | Telenor(Norway) |
| Tenure | Sep 2015 to Oct 2016 |
| Description | Telenor star aims to modernize and simplify the products, processes and it systems within the area of fixed value chain. The intention of the program is to radically reduce the current complexities and optimize the costs while ensuring a smooth customer journey towards the next generation networks and services. |
| Role | Reporting |
| Tools | Synaptris (Intelliview Nxt),Unix,Pentaho Data Integration(PDI),SQL Developer, PDI tool-Spoon |
| Highlights | * I took ownership on the complete reports and responsible for end to end development and support. * Created transformations and jobs in Pentaho as per the given design document to stage the data into tables. * Wrote procedures implementing logic into it for staging the data into the database as per customer requirement. * Created the Synaptris reports using Intelliview nxt tool. * Offered end-users an easy and intuitive way to interact with their data. * Setting up a variety of reports for different functions within the organization easily and quickly, |

| Employee | Tata Consultancy Services |
| --- | --- |
| Project | BP International Limited |
| Tenure | Dec 2014 – Sep 2015 |
| Description | Manta is the frontend application through which users creates the orders requested by the customer and fullfils them. If There are any issues right from the creation of the orders to processing of these orders, manta team is the one which is going to support. So manta is an order management system for lubes, baseoils and castrol catalogs. |
| Role | Developement and Support |
| Tools | SQL, PL/SQL, Unix, Core Java, Eclipse,Toad |
| Highlights | * Implemented request for changes in the application using Core java as per the customer requirement. * Deploying the latest implementations on all the servers. * Added few functionalities to improve the performance of the application. * Writing Sql queries to update fields at the backend when the user fails to place the order. * Wrote PL/SQL procedures required to retrieve data from master data teams. * Modifying the cursor based on the customer requirement. * Scheduling the jobs in crontab. * Generated scripts to automate repeated tasks. * Attending the daily calls with client and users. * Knowledging the users on manta front end application. |

**Personal Details**

| Father’s name | Ganesh Babu |
| --- | --- |
| Permanent Address | Flat 506, Ratna Residency,Opp Sachivalayam,Sivalayam road,Vuyyuru-521165. |
| Date of Birth | 30th July,1990 |
| Nationality | INDIAN |