

**VIBHAS AHUJA****Software Engineer/PeopleSoft Consultant**

Career Objective

A versatile technocrat with merit at executing projects of large magnitude within strict time schedule, targeting mid-level assignments as **ERP/CRM/PeopleSoft Consultant** with an organization of high repute, preferably in **IT sector**

Profile Summary

- A MCA professional with **over 8 years** of commendable success in ERP, CRM, Telecom, PeopleSoft Application, Software Engineering, Operations and MIS
- Received "Pat on Back" Award working with PeopleSoft application and Oracle database
- Sound knowledge of People Tools like Application Designer, Application Engine, People Code, Component Interface, Data Mover, PS-Query, Process Scheduler
- Working at client site Munich Germany to be trained by counterparts and to help on major development and testing support. Also attended training on Agile Methodologies.
- A team player with strong communication, analytical, logical and problem-solving skills; capacity to work under pressure situations and meet deadlines
- **EU Blue card visa** holder

IT Skills

- ERP Package: PeopleSoft CRM 9.2/9.1/8.9, Vantive CRM, PeopleSoft Enterprise Portal Solutions 9.1
- Modules: CRM Order Capture, Sales, 360 Degree view, CRM Helpdesk
- People Tools: Tools v 8.54/8.48
- Development Tools: Application Designer, People Code, Application Engine, Process Scheduler, Component Interface, Integration Broker, File Layout, Excel-To-CI, Application Package, SOAP-Web Services, Vantive Tools, VB.NET
- Reporting Tools: PS Query, SQR, Tableau
- Automation Tools: Tosca, SOAP-UI
- Administrative Tools: Data Mover, Putty
- RDBMS: Oracle 12c/11g, Microsoft SQL Server
- Operating Systems: Windows 7/8/10, UNIX
- Other Tools: Tosca-OSV, OSB, Jira, SVN, TOAD, Microsoft SQL Developer, ClearCase
- Defect Tracking Tools: IBM Rational Clear Quest, JFM

Academic Details

- MCA: IGNOU, Delhi in 2012; scored 61%
- BCA : IGNOU, Delhi in 2009; scored 62%

Personal Details

Date of Birth: 13-July-1988

Languages Known: English, Hindi German

Address: Hinjewadi Phase-3

Pune - 411057, India

Certifications

- SAFe® 4 Agilist certification from Scaled Agile, Inc. in 2019
- Tricentis-Tosca Automation Specialist Level 1 certification in 2019
- German Language Level-A1 certified from Inlingua Munich, Germany
- DOEACC-O Level Certification from DOEACC Society (NIELIT), New Delhi in 2008

Core Competencies

- Customer Relationship Management
- PeopleSoft Testing and Development
- Functional Consultancy
- Team Management
- Software Development

Achievements

- Received appreciation from clients across the organizations for the splendid performance offered

Organizational Experience

Since Mar'16 with Tech Mahindra GmbH, Munich, Germany as Sr. Software Engineer/Sr. PeopleSoft Consultant Role:

- Developing, enhancing, modifying and testing PeopleSoft CRM (Sales and Order Capture modules) using Agile methodology
- Understanding the functional flow and automating the application using Tosca test suite – Module, Test Case, Test Case design, Requirement and Execution. Virtualizing web services using Tosca OSV (Orchestrated Service Virtualization)
- Preparing project documents, user manuals, Test Plans, Test Reports, Test cases and scenarios as per the requirements, as well as defining Test Scripts and Test Ware
- Creating and customizing existing application engine programs and application packages as per the user requirements
- Managing page designing, record, component, page and application package Peoplecode; validating DATA MOVER Scripts (DMS Scripts) by writing SQL queries on CRM tables
- Developing and modified PL/SQL packages, procedures, functions, triggers, Indexes and Collections to implement business logic.
- Discussing and providing support at the time of system testing and User Acceptance Testing (UAT) to solve any functional/technical issues, if any and finishing them within SLA timelines
- Generating training materials, knowledge training and migration documents for clients; steering training session for team as per the requirements
- Partaking in the conference calls and in-person meetings with the business stakeholders and analysts to elicit clarification on doubts, if any
- Directing the migration of projects to qualification environment and delivering & installing the final packages at the client sites

Highlights:

- Meritoriously implemented the requirements as per the BRD; communicated with on-site business stakeholders for the clarification of the requirements
- Attended client site training held in Munich, Germany on major development and testing support
- Undertook training on Agile Methodologies (SCRUM, SAFe®) and all related aspects.
- Facilitate the team for better creativity and tried to improve the efficiency of the testing and development team.
- Interacted with the end users while performing the UAT and trained them on the new functionality whenever a new build was developed.
- Created and customized existing Application Engine Programs and Application Packages based on user requirements
- Received “Pat on Back Award” from IBU head in October '2017 for excellent performance
- Recognized with good year end rating in March'2019 from onshore client in Tech Mahindra

Apr'15 to Feb'16 with Shree Infosoft Pvt. Ltd., Gurgaon as Software Developer/PeopleSoft Consultant

Role:

- Steered production support, development, enhancements , customizations and Validated data by writing complex SQL queries for PeopleSoft CRM Helpdesk 8.9/9.1; resolved day-to-day production tickets in PeopleSoft CRM Helpdesk
- Recognized with good year end rating in October'2015 from onshore client in Shree Infosoft.
- Worked on Excel-To-CI tool for loading security and setup tables; used Process Scheduler to schedule various AE programs

Jan'13 to Apr'15 with American Express, Gurgaon as Sr. Customer Service Analyst/Banking Operations

Highlights:

- Recognized with “Relationship Care Award” in August '2013 for excellent customer service in American Express

Jul'11 to Sep'12 with Alpine Group of Schools, Uttar Pradesh as Computer Instructor/Trainer

Jul'10 to May'11 with Arvato Services, Gurgaon (Group of Bertelsmann Marketing Services) as Inside Sales Executive, Technical Consultant

Highlights:

- Spearheaded a team of 15 associates in Arvato Services in 2010

Refer to the Annexure for Major Projects

ANNEXURE

Major Projects:

Project Title: PeopleSoft CRM Support, Development and Enhancement
Organization: Tech Mahindra GmbH
Period: Mar'16 to till date
Tool Environment: People Tool 8.48, 8.54, PeopleSoft CRM 8.9, 9.1, Oracle 11g, Vantive CRM, Toad
Team Size: 18
Client: O2-Telefonica (German Telecom Company)

Key Result Area:

- Acting as Functional/Technical Consultant; managing customization, enhancement, Testing, Automation and development work
- Gathering and analysing the requirements; supervising production support

Project Title: PeopleSoft CRM Support, Development and Enhancement
Organization: Shree Infosoft Pvt. Ltd.
Period: Apr'15 to Feb'16
Tool Environment: People Tool 8.48, 8.54, PeopleSoft CRM 8.9, 9.1, SQL Server 2012
Team Size: 8
Client: BCD Travel (US Travel Company)

Key Result Area:

- Performed as a Functional/Technical Consultant; managed customization, enhancement, Testing and development work
- Collected and analysed the requirements; provided the production support

Project Title: PeopleSoft CRM Upgrade, 8.9 to 9.1
Organization: Shree Infosoft Pvt. Ltd.
Period: Apr'15 to Jul'15
Tool Environment: People Tool 8.48, PeopleSoft Enterprise Portal 8.9, SQL Server 2012
Team Size: 8
Client: BCD Travel (US Travel Company)

Key Result Area:

- Acted as a Technical Developer in the Team; provided major customizations on existing system
- Created functional design as well as manual steps documents in line with company needs