**Abhishek arora**

# EXPERIENCE SUMMARY

* The consultant having experience in design, development, administration and application support for PeopleSoft CRM/HRMS applications.
* Functional experience includes Order Management,Service management, Product Management, Customer ,Account Management, Core HR, e-performance ,e-recruitment and case management
* PeopleSoft skills include Configuration, PeopleCode, Application Engine, Integration Broker, CI, Query Reports, Excel to CI, PeopleSoft Trace Log file analysis.
* Having good exposure on making Technical design documents, Functional design documents, Business Design Documents, Testing Scripts and making training documentation for the end user.
* Having knowledge of Tools like Clearcase and Clearquest, ITSM and Toad etc.
* Having experience on Peoplesoft delivered Sendmaster Utility.
* Good knowledge of Oracle PL/SQL, Sql tuning.
* Having transition experience for new account/projects.
* Worked on PeopleSoft HRMS/CRM 9.1,9.2 People Tools -8.48,8.49,8.50,8.52,8.54

# EDUCATION

**B.Tech. (E. E)** from Gbpuat Pantnagar Uttrakhand in 2009 with **75.54%**

**HSC** from Board of Intermediate, Uttrakhamd in 2003 in **82%**

**SSC** from State Board, Uttar Pradesh in 2001 in **73%**

##### PROJECT DETAILS

**March 2017 – Till Date**

**Project: CAMG & CIPL(Canon )**

**Description:**

This project aimed at implementation and data conversion for PeopleSoft HRMS application for Core HR, e-performance and Recruitment module.

**Responsibilities:**

* Functional Setup for Core HR and e-performance module in PeopleSoft 9.2 Application.
* Worked on Data conversion from PeopleSoft 9.1 HRMS application to 9.2 HRMS application.
* Involved in Excel to CI data load and conversion
* Port over of customization in upgrade application
* Involved in Test script, FDD, TDD ,UT and Manual user documents.
* Involved in Fixing of Different issues in SIT and UAT Phase.
* Leading and providing support to Other NSO as well.

**March 2016 – Jan 2017**

**Project: ECOM-Genesis**

**Description:**

This project aimed at Peopelsoft Helpdesk HR Module.

**Responsibilities:**

* Worked on development part of Peopelsoft Helpdesk – Case management module
* Involved in making functional design documents and Tech design for the new requirement
* Involved in making testing scripts for the Requirements.
* Involved in Requirement gathering
* Involved in Web service implementation (API) with other application.

**Aug 2015- March 2016**

**Project: PeopleSoft Enhancement Project – Release wise development and Integration**

**Description:**

This project aimed at enhancing the existing and new totally customized Application and providing new functionalities and integarion with Other application

**Responsibilities:**

* Integartion with Other application
* Managed all the Support Activities.
* Analyzed new in life Change Request’s and estimate it accordingly.
* Developing and testing CR.

**Aug 2014 – Feb 2015**

**Project: HCC Tokiyo Marine:**

**Description :**

This project is about upgrading PeopleSoft HRMS from 9.0 to 9.2

**Responsibilities:**

* Involved in making functional design documents for the new requirement
* Involved in making testing scripts for the enhancements.
* Involved in Requirement gathering.
* Involved in Fixing the Functional issues in Core HR part faced during the upgrade.
* Involved in functional setup for HR and Performance module.

**Jan 2012 – July 2014**

**Project: O2 Telefonica, Munich, Germany**

**Description:**

Cactus is Oracle PeopleSoft strategic application for O2 Telefonica. It maintains business customer data, orders, products data .It have Modules like Customer Management, Account Management, Order Management and Service Management.. Cactus can manage the entire life cycle of Customers, Process orders, Configure complex products and Maintain services like Change Sim, Change Tarrif, Disconnect service etc.

**Responsibilities:**

* Analysing, Designing and Technical implementation of the needed functionalities (SRs and CRs).
* Creation of Unit Test cases and Unit Testing of the functionalities delivered.
* Resolving SR/CR/Standalone/E2E Defects as per priority.
* Resolving high priority tickets in Production with efficiency.
* Admin activities like Bouncing Dev/Test servers, Retrofitting etc.
* Resolving high priority tickets in Production.
* Involve in Innovation activities for Cactus application.
* Onsite and Offshore delivery team co-ordination.
* Preparation of Application Manuals for the Customer Support activites.
* Functional trainings session to team members on application functionality

**Jan 2011 – Dec 2011**

**Project: Three,UK**

**Description:**

H3g includes Peoplesoft based and other applications which manage entire life cycle of Customers .

**Responsibilities:**

* Production application support for Peoplesoft Applications and Provisioning activities(Preactivation).
* Working on Client side for transition of new account .
* Participating regular meetings and prepared weekly reports on the status of application.
* Pro-actively provided support to the test teams for carrying out testing, reviewing their test scripts and ensuring it is e2e tested.
* Managed all the Support Activities
* Preparing Transition document s (Runbook/SOP etc) .

**May 2010 –Jan 2011**

**Project: EIM, Munich, Germany**

**Description:**

EIM(Enterprise Incentive Management) is CRM application of client O2-germany which provide incentive to dealers.

**Responsibilities:**

* Build deployment ,environment and database related activities
* Build Automation using shell script.