Smita Korgaonkar

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Career Summary

- ✓ Over 12 years' experience in Team Management, project planning, implementation, maintenance, client liaison, onsite project coordination, team co-ordination, customer support (technical/trouble shooting), technical interviewing, software configuration management etc.
- ✓ An innovative team player possessing excellent interpersonal, communication, team motivating, people management skills with demonstrable analytical mind-set and problem solving abilities; proficient to work and excel under high pressure and diverse environment
- ✓ ITIL Certified
- ✓ Support and maintenance of GXP and Non-Gxp System
- ✓ End to End implementation and good functional knowledge of GXP Systems like EDMS, CMS, QMS i.e. CSC - CMS, Biovia -EDMS, TrackWise - QMS etc.
- ✓ Facilitating periodic review of GXP/ Non-GXP Systems
- ✓ Experience in generating various MIS Reports and automation of regular, tedious tasks using scripting and macros, Crystal Reports
- ✓ Fair knowledge of SAP SD and MDM, Artwork Comparison Applications (Text and Image Comparison) , Proof Reading , RDBMS platforms like SQL Server (2000,2005,2008 & 2012), Change Management, CSV (Computer System Validation), GAMP5, ITIL

Technical Skills

Platforms	Win 95, Win 98, Win 2000, Win NT, Win XP, Win 7
MS Exchange	MS Exchange
Languages	C,C++,COBOL, Visual Basic, Java, JSP, CACHE
RDBMS	SQL Server (7.0, 2000,2005,2008,2012), Oracle 8i, FoxPro, Ms-Access (97 & 2000)
Applications	MS Office (97, 2000, XP, 2003, 2007, 2010, 2013, 2016), Open Office, JSP, JavaScript, VBScript, HTML

Functional Skills:

SAP Modules	SD, MDM
CMS	First Doc 6.2, Documentum 6.5 SP3
EDMS	DocCompliance, My Qumas, Artwork Management System

Projects Implemented

- • End to end implementation of EDMS (i.e. Biovia-EDMS, Perigord - AMS), CMS (i.e. CSC - First Doc and EMC - Documentum), QMS (i.e. Sparta -TrackWise) etc.
- • Development and implementation of Crystal Reports as per the requirement of Business Unit.

- Coordinated and provided data for Consumer Health Change Over as per the requirement of Consumer Health inclusive of data retrieval, data processing etc...
- PCI-DSS Implementation i.e. Payment Card Industry Data Security Standard Implementation
- Development and Implementation of the software to search the customer's log and sales history with product details using SQL Server2005 and Autoit (Freeware used for scripting)
- Coordinated and implemented Data Migration from the legacy system to SAP including the data retrieval from legacy system, development for automation of the required for data processing and upload in SAP.
- Automation of data request from proprietary database to SQL Server and then deployment of the reports on the Web server.
- Coordinated for the ad-hoc data requests which are the requirements for the analyzing the reliability of the existing reports or studying the feasibility of new report requirements.
- Coordinated development and Implemented Fulfillment process for French Warehouse, Consignment process for the UK Business Unit, Discount / Offers for Different club memberships for the US Business Unit
- Setting of complete support team / training team for smooth functioning of the business across India, UK, US Business units
- Complete Telesales module platform implemented in VB6 with backend of Cache/sql server 2000,Duration 6 months with a team of 7 consisting development and implementation of a complete auto dialer, follow ups, callbacks scheduler, auto data allocation, data reallocation

Organizational Experience

Concordia International
(formerly AMCO)
Sr. Software Support Executive – Business Applications (From July 2016 – June 2017)

Work Outline

- End to end implementation, day to day support, administration of EDMS (i.e. DocCompliance and My Qumas)
- Ensure smooth functioning of existing CMS with techno-functional support
- Working as Application Administrator for CMS
- Co-ordinate with external business partners for system development whenever required to liaise and manage the development
- Ensure communication of the changes in the system, SOPs and the structures to all the concerned users from time to time.
- Ensure testing of the application with proper Use cases and Defect tracking mechanism
- Study the training needs of the team and develop training programs for the same.
- creating validation related to IT such as Hardware Configuration Document, IQ, OQ, PQ, Test Script, Migration Plan and Reports
- Monthly report of all open and closed change request and tickets for each GXP System
- Review and approve validation documents such as validation plan, reports, test scripts etc.

AMCO (Amdipharm Mercury Company Ltd.)
(formerly Mercury Pharma)
Sr. Software Support Executive – Business Applications (From March 2013 – June 2016)

Work Outline

- Initiation of EDMS Project (i.e. DocCompliance and My Qumas)
- End to End implementation of GXP System (QMS) such as TrackWise
- Ensure smooth functioning of existing CMS with techno-functional support
- Working as Application Administrator for CMS
- Co-ordinate with external business partners for system development whenever required to liaise and manage the development

- Understand and analyze the change / modification request received from the Business Unit and get the same implemented
- Ensure communication of the changes in the system, SOPs and the structures to all the concerned users from time to time.
- Ensure testing of the application with proper Use cases and Defect tracking mechanism
- Study the training needs of the team and develop training programs for the same.

Mercury Pharma
(formerly Goldshield Services Pvt. Ltd.)
Sr. Software Support Executive – Business Applications (March 2012 - Feb 2013)

Work Outline

- End to End implementation of GXP System such as CSC- First Doc NOVOS
- Manage the Software Business Applications to ensure smooth functioning.
- Ensure testing of the application with proper Use cases and Defect tracking mechanism
- Coordinate with Business Unit in case of improper functioning of existing reports and understand the flow of data for the analysis and comparison. Find out the flaw and get it rectified.
- Co-ordinate with external business partners for system development whenever required to liaise and manage the development
- Provide value added services to assist improve efficiency and productivity towards the business units goals.

GOLDSHIELD SERVICES PVT. LTD.
Software Support Executive – Business Applications (Jan 2005 – March 2012)

Work Outline

- Understand the report requirements received from the business units, study the feasibility, pros and corns of providing data in case if it's a critical data, send it for the approval of the development. Get it developed and tested thoroughly and implements it.
- Coordinate with Business Unit in case of improper functioning of existing reports and understand the flow of data for the analysis and comparison. Find out the flaw and get it rectified.
- Ensuring smooth functioning and automation of the weekly and monthly report requirements.
- Understand and analyze the change / modification request received from the Business Unit and get the same implemented
- Manage the communication process between the business unit and the internal software team and ensure better service to the Business Unit.
- Played an important role in addition to existing role of understanding customer requirements and communicating the same to the development team for a complete Development of the well-being center software
- Conducting trainings on business applications for IT \ Non-IT users
- Co-ordination with the technical helpdesk services catering to the complete organization.

MASSYVE MANAGEMENT SERVICES PVT. LTD.
CSE in CDMA Dispute (Jan 2004 – Sept 2004)

Was involved in CDMA dispute department, handling disputes of CDMA customers related to their billing like errors in reading, errors in calculations, discount etc. in Tata Indicom Call Centre. Tata Indicom is outsourcing people from Massive Management Services Pvt. Ltd.

CONCOURSE INTERNATIONAL TECHNOLOGY LTD.
Faculty cum Counselor (Jan 2003 – Dec 2003)

Was involved in counseling and teaching all basic courses, C, Oracle8.

OMNITECH INFO SOLUTIONS PVT. LTD.
Programmer (July 2002 – Dec 2002)

was involved in software programming using Java, JavaScript, JSP, Oracle8 and packages in designing like Front Page 98, Photoshop 6, Dream Weaver 3.

D.N.C. DATA SYSTEMS PVT. LTD.
Graduate Trainee (Jun 2001 – May 2002)

Was working with the company as graduate trainee involved in comparing same data collected from different data entry operators and providing quality check.

Awards and Recognitions

- Was Awarded as "**Associate of the Quarter**".

- Received "**Excellence of Work**" awards for exceeding client's expectations.

Education

- Dec 2016 – ITIL Foundation
- Mar 2011 – MCA from IGNOU
- Mar 2000 - Bachelor of Commerce with Accounting and Auditing as main subjects from Model College through Mumbai University
- Mar 1997 - HSC from Model College through Maharashtra Board
- Mar 1995 - SSC from D.N.C. High School through Maharashtra Board