Lille, France

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**Career Objective:**

I am looking for a position where my extensive work experience in Product Information Management and the ability to implement appropriate solutions can be fully utilized to improve customer satisfaction and achieve desired results.

**Professional Summary:**

* **7 Years** of rich work experience in Stibo Step, Riversand Product MDM and OpenText Media Management solutionsin TATA Consultancy Services, Kolkata(IN), Southampton(UK) and Lille(FR)
* Strong knowledge of **workflows, business rules, integration end points, event consumers, portal design, scheduled and run-time exports, imports, data quality, MAM and Rest API.**
* Good team player and acting as **Tech Lead** in my current assignment.
* Extensively worked on **Service Now, Atlassian JIRA, Rmtrack and SAP One Support** for logging and tracking Production related issues and requests.
* Possess strong analytical, communication & negotiation skills.
* Focused & goal driven with strong work ethics, continuously striving for improvement coupled with commitment to offer quality work.

**Project Details:**

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| Project Titles | * **Kingfisher IT Services PIM AMS** - This project concentrates on providing application maintenance and support to Product and Asset management application – Stibo STEP 8.2, Riversand 7.8 and OT Media Management 16.2 |
| Period | March 2012 to till date |
| Client Name | Kingfisher IT Services |
| Responsibilities | * Leading the global PIM Application support and maintenance team with clients spread across UK and Europe. * Providing support to Kingfisher OpCos STEP and Riversand users by resolving issues and handling requests within prescribed SLA to enable them to publish products to website, create catalogues and manage assets. * Enabling Business to receive various product information through scheduled exports. * Collaborating with Business to understand their pain areas and provide custom solutions. * Configuring vendor portals to allow vendors to update vendor specific information for products. * Monitoring Application performance through dynatrace and web portals through Gomez. * Preparing Known error databases and knowledge repository for quick reference. * Collaborating with third party Stibo and Riversand for addressing any core issues or enhancements. * Utilizing STEP Rest API along with Powershell to automate various manual tasks. |

**Professional Skills:**

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| Technologies | XML, JavaScript and PowerShell. |
| Tools | STIBO STEP 5.3 and Trailblazer 8.2 Workbench and Portals, Riversand MDM Center 7.8, OT Media Management 16.2, Gomez, Dynatrace, Scene7, CyberArk and MS-Office Suite |
| Domain  Operating System | Retail and CPG  Windows |

**Certifications:**

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| 07/2015 | ITIL Foundation, TCS Internal |
| 11/2016 | A Life of Happiness and Fulfillment, Indian School of Business. |

**Academic Profile:**

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| 06/2011 | Bachelor of Engineering in Computer Science, RGPV – Bhopal |

**Accolades/Achievements:**

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| 10/2017 | Won **On the spot Award** for critical data recovery from Step 5.3 to assist Ecommerce UAT towards successful completion. |
| 05/2016 | Won **Star of the month** for creating several automation towards alerts and morning checks thus saving about 5 hours work a week. |
| 02/2016 | Won **Top 3 Kingfisher Innovator** award as I was selected among top 3 winners of "Kingfisher Innovation Challenge 2" by Tata Consultancy Services. My idea revolved around using existing tools in our current environment to design automation in STEP processes which significantly reduced manual effort. The idea was not only proposed but was also successfully implemented after Customer's approval. |
| 07/2014 | Won **Star of the month** in Production support area in Kingfisher AMS Project. I was constantly praised by internal and external customers for my contribution with excellent communication skills and technical ability. I helped to gain business confidence in TCS teams and pulled team from a suffering situation to stable situation. |
| 06/2012 | Won **Applause** award for dedicated job in KITS AMS by drastically reducing the call volumes during critical business period with utmost sincerity and efficiency. |

**Personal Details:**

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| Date of Birth | 22nd Nov,1987 |
| Hobbies | Swimming |
| Languages Known | English, Hindi & French (A1) |
| Marital Status | Married |