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| **Experience Summary**  I have a total of 6+  years of experience in Filemaker technology (RDBMS-a subsidiary of Apple Inc.) which is kind of RDBMS/Simplified ERP (where we have inbuilt designer tool, Report generation tools, own database) and  3+ years of experience as analyst  and  lead involved in analysis /creation of functional, technical  documents ,interact with functional owners / users for their requirement. |
| Geetanjali.sharma4@genpact.com  +91- 9911279190 |
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**Job Responsibilities:**

1. Involved in day to day support, including analyzing the issue , Access the users, Provide related documents, keep update the documents. so that further we can handle same kind of issues in more efficient manner.
2. Handled 1500+ users across the globe within around 150 Countries for GE Energy management projects.
3. Used  GE Service-Now to raise/get tickets for incidents/enhancement/Service and resolve/close  them
4. Involved in Analyzing, Designing Layouts, **Report generation,** ERD Diagram, documentation, Coding, trouble shooting.
5. In other supporting technology good hand in Oracle , PL/SQL,D2k, PHP(Fundamental only)
6. Daily coordination with team to identify problem/issues so that timely resolution can be implemented.

**Technical Skills**

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| Developer/Database Structure handling , Technical Writing , Business Analyst , Coordinator |

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| **Domains** |
| Manufacturing/Quality, Healthcare, ERP, Supply Chain Management  **Education** -MCA, FIT, Faridabad -**University: MDU , Rohtak**  -MBA-Operational-**IGNOU**  **Certifications** -Filemaker Certification, Filemaker INC. (Subsidiary Apple), san Francisco, September, 2010  -Lean trained  -RPA-AA Training |

**Tools & Software**

Filemaker Server/Pro/Advanced (RDBMS), Postgres, Excel, PowerPoint, Word, Rally, Confluence, Oracle/D2k

**Projects:**

1. **Project Name**: (Client: GE-Energy management)

**Description:** FMAPPS has 3 filemaker application named

1. PMPRO( Tracking Tools and equipment details with keep track inventory)
2. PQMT(Quality Project about product used in different locations of GE)
3. ET (This is for project management for GE different business(Industrial Solutions, Energy management, , Power conversion, Oil & Gas Etc.). These Apps are using since more than 15+ Years.

These applications are using 150 + location across globe. My role was to give support users for citrix access, application access, implement functionality, support associate developers and generate reports.

**Duration**: August, 2011 - January, 2018

**Role**: Team member cum Team lead/analyst  
**Environment/Tools**: Platform: Windows 7, Filemaker 14 Pro advanced, Filemaker 14 Server

**2. Project Name**: FMOP (For AIIMS hospital- Neurological department)

**Description** : It was for Neurological department where i had to do keep track all the work of department and automate in my application like acquisition to give appointment, then transfer data to MCR/CT scan technical , after that transfer to junior resident to senior resident, then generate reports as per that.

**Duration:** July 2010- March 2011

**Role:** Developer/analyst/communicator (interact with client then implement as per that)  
Environment/Tools : Platform: iMac , FILEMAKER server 11 and file maker server 11.

**Other Projects:**

* PPS (Pick Pack SHIP-Supply Chain (**GE**)
* GEHC- (Deploy PHP web application-**Project Coordinator**),
* Telephone Billing System (Living media Pvt. Ltd. - **THOMSON PRESS**)

**ACHIEVEMENTS**

* On time delivery of the project according to set standards regarding order, clarity, conciseness, style, & terminology
* Bug free and timely delivery on each and every small/big assignment.
* Improved quality of application processing wise/consistent/stability.
* Completed almost 45 automation in GE Filemaker Applications