

**Geetanjali Sharma**

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| **Professional Summary- Business Analyst/Technical Writer/Project coordinator/Consultant**  Techno-Functional IT professional having 10+ years of experience as a consultant in Filemaker (RDBMS-a subsidiary of Apple Inc.) , technical writer, coordinator and Business analyst (Requirement gathering and documentation). Excellent communicator and facilitator with strong interpersonal skills, problem solving capacity. Apparent team leader with passion to train, Coordinate, manage and motivate people. |
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**Job Responsibilities:**

1. Strong background working with clients, designers, and programmers to identify requirements, assist with creating user interfaces, and develop implementation timelines.
2. Involved in day to day support for analyzing issue, provide access to users, related documents, update library.
3. In-depth understanding of Business Requirements Gathering, Business Process Analysis, Business Process Modeling, Business Logic.
4. Handled 1500+ users across the globe within around 150 Countries for GE Energy management projects.
5. Experience in Oracle, PL/SQL,D2k, PHP, Sales force, Python (Fundamental).
6. Daily coordination with team to identify problem/issues so that timely resolution can be implemented.
7. Exceptional technical skills and abilities to troubleshoot problems and supervise project teams.

**Technical Skills**

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| Developer, Technical Writing , Business Analyst , Coordinator |

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| **Domains** |
| Manufacturing/Quality, Healthcare, ERP, Supply Chain  **Education** -MCA, FIT, Faridabad -**University: MDU , Rohtak**  -MBA-Operational-**IGNOU**  **Certifications** -Filemaker Certification, Filemaker INC. (Subsidiary Apple), san Francisco, September, 2010  -Trainings: Lean training, Business analysis, RPA-Automation anywhere |

**Tools & Software**

-SDLC Methodologies: Waterfall, Agile

-Documentation Tools: Confluence, MS Word, MS Excel, MS Power Point

-Database: Filemaker, Postgres, SQL, Oracle

-ERP: Filemaker, Sales force.

-Requirement tracking & estimation: Rally, Trello

-Other: Tableau, Python

**Employment History**

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|  | Company Name | Designation | Location | Joining Date | Relieving Date |
| 1 | Genpact | Consultant | Noida | July- 2017 | Till date |
| 2 | Birlasoft India Ltd. | Senior Software Engineer | Noida | Aug- 2011 | July -2017 |
| 3 | RSG Software Services | Team Leader | Delhi | Oct-2009 | July-2011 |
| 4 | Mindfire Solutions | Software Developer | Delhi | July -2007 | Sep- 2009 |

**Professional Experience:**

1. **Project Name**: **GEHC** (Client: GE-Digital)

**Description:** Deploy PHP application on Power BI database server, before that coordinate with client, confirm and match requirement with implemented work.

**Duration**: December 2018 – February, 2018

**Role**: Project Coordinator /Business Analyst  
**Environment/Tools**: PHP, BI Server, Box, MS-office

2. **Project Name**: 1. PPS 2. Digital Bin -**Client: GE-Digital**

**i)** **PPS- Pick Pack Ship**:- This application is used for

1. Tracking picked items from lift storage system.
2. Tracking shipments through RFID verification.
3. Tracking packing prediction for all orders
4. Capturing any feedback for any items.

**ii) Digital Bin:** This application is basically for tracking quantity of items ( nut/screw/bolt) at particular rack. To provide a dashboard where items quantity data from scale are been showed to the user and if quantity reach below a threshold an alert is been triggered

**Duration**: March 2018 – November, 2018

**Role**: Technical Writer/Business Analyst  
**Environment/Tools**: Confluence, Rally, MS-Office, Github, Postgres, Polymer, GE Box

3. **Project Name**: FMAPPs Client**: GE-Energy management**

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

**i) PMPRO:** This Application is to keep the track of Tool's & Equipment Maintenance History those are being used in the production. It keeps the track of Tool's Production Run , Work Performed on Maintenance through PM & Non-PM work Request/ Maintenance alert/ PM Trigger, Maintenance Processes, Work History, Operator History etc. Data Security is been measured and controlled through different level of access.

**ii) PQMT:** It is a one stop shopping with integrated tool sets which keep track of Plant data, PQMT, CAR, Scorecards, IMT, Best Practices. Features are below:

1. It has dashboard by business, product lines, product grouping.

2. Integration to GEE QMS.

3. Quality management tool that provides the reporting functions easily

4. Mature system customizable to changing business needs.

5. Standardized reporting in every plant

**iii) 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. Features are below:

1. Manufacturing – for VCP (Variable Cost Productivity) programs
2. Sourcing – for Deflation programs
3. Engineering – for DMP+ programs
4. EHS – for database of approved Investment/P&E programs
5. IT – for database of approved Investment/P&E programs
6. Finance - monthly audit of benefits
7. GSC leadership - review of cost-out status and plans
8. Engineering leadership - review of cost-out status and plans

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

**Role**: Team Lead/Business Analyst  
**Environment/Tools**: Platform: Windows 7, Filemaker 14 Pro advanced, Filemaker 14 Server, Citrix, IWP

**4. Project Name**: FMOP **Client: 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/Coordinator (interact with client then implement as per that)  
Environment/Tools : Platform: iMac , FILEMAKER server 11 and file maker server 11, Apple script.

**ACHIEVEMENTS**

* On time delivery of project according to set standards regarding order, clarity, conciseness, style, & terminology
* Bug free and timely delivery.
* Improved quality of application processing wise, consistentency and stability.
* Completed almost 45 automation in GE Filemaker Applications