NAVEEN KUMAR K M

IFS FSM Consultant

✉ naveenkumar25022016@gmail.com   📍 Bengaluru   📞 +91 9632627619

SUMMARY

Dedicated and results-driven Senior Systems Associate at Infosys with two plus years of experience. Skilled in IFS technology and known for strong analytical skills and effective collaboration within cross-functional teams. Ready to bring my expertise to new challenges.

EDUCATION

AMC-CITY College
Bachelor Of Computer Applications
82% | Nov 2021 | Bengaluru-India

Vijaya Pre-University College
PCM'CS
73% | March 2018 | Bengaluru-India

kamala Nehru Education Institution
SSLC
84% | Nov 2021 | Bengaluru-India

SKILLS

- **IFS Technologies:** IFS FSM, PSO, MOBILITY
- **Programming**: Python, Java, C#.
- **Database**: MySQL
- **Others:** JIRA, Postman, Visual Studio, Android Studio, MSOffice, AWS, Canva

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- IFS FSM Essentials 6.0 V2.
- Oracle Certified Professional (CPQ 2022)

PERSONAL DETAILS

- **Date of Birth**: 17 SEP 2000
- **Gender**: Male (Unmarried)
- **Known Languages**: English, Kannada, Hindi, Telugu

PROFESSIONAL EXPERIENCE

Senior Systems Associate
Infosys LTD | Present

Client: Telstra, Telecommunications Company

- Worked in Telstra FSM, Which involves the usage of IFS products like FSM, PSO, Mobility for customers in Telstra Australia and Involved in **design/development/testing** and Deployment of IFS application for achieving the business needs where we replaced CLICK using IFS.

- IFS FSM, PSO & Mobility Configuration and customization which involves in programming languages such as C#, Android Java and Client Scripting.

- Create application **prototypes** and **screen mock-ups**. Conduct demonstrations and presentations to the clients, to explain the features incorporated in the product. Functional and Technical Demonstration to client and end-users.

- Responsible for IFS FSM **Smart Client** and **web client** development, testing and end-to-end implementation of FSM projects.

- Creating custom buttons and performing **client customization** to ensure functionality working in FSM Smart Client using **C#**.

- Experienced in crafting intricate **SQL queries** and architecting **views** to streamline and automate complex tasks within database management.

- Effectively **communicating** with the business teams on key system issues, modifications to process flows, and the development of new functionalities**.**

- Document the scope and the requirements for the proposed system. **process design** of all new requirements and for all existing systems for Gap Analysis.

- Proactively identify potential **project risks** and help in developing the **migration plan**. Coordinate with different application teams as well as SIT, UAT, release management and Production support. Incident management, change management and managing escalations..

Achievements and Responsibilities

- Student Council member for academic year 2019-2020 in college.
- Coordinator for Sports and Cultural Activities in school and college
- Volunteer for the National Service Scheme (NSS) representing my college
- Appreciation from team leads and manager as Learning Champ in project
- Prize holder in cricket, high jump, long jump and kabaddi.