



**Lakshmi Pai K**



Senior Systems Engineer seeking roles in IT Project Management, System Engineering, Application Support, Order Management, System Administration, Technical Support, IT Troubleshooting, Server Administration, IT Incident Management

Current Designation: Senior Systems Engineer	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Infosys	Notice Period: 3 Months
Current Location: Mangalore	Highest Degree: CS [CS]
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Admin	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Senior Systems Engineer, System Admin, IT Project Management, System Engineering, Application Support, Order Management, System Administration, Technical Support, IT Troubleshooting, Server Administration, IT Incident Management	
Verified:  Phone Number    Email - id	

Last Active: 18-Jan-21      Last Modified: 18-Jan-21

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## Summary

A focused professional offering 4.4 years of experience in IT Project Management, System Engineering, Application Support, Order Management, System Administration, Technical Support, IT Troubleshooting, Server Administration, IT Incident Management

## Work Experience

**Infosys** as Senior Systems Engineer  
Aug 2016 to Till Date

### PROJECTS

Order Management System for REI (12/2019 - Present)  
Recreational Equipments, Inc. , commonly known as REI, is an American and outdoor recreation services corporation. It is organized as a consumers'

co-operative. REI sells sporting goods, camping gear, travel equipment, and clothing. Project involves Sterling OMS and deals with QA testing using JIRA tool. Creating mind maps for the stories which are ready for QA, Gap Analysis, Preparing Test Plan Reports, Regression Suits, Testcase Development Planning, Execution of testcases, creating defect for issues and assigning to respective teams, retesting of defects as and when they are resolved are some of my key responsibilities.

Order Management System for Fossil (09/2017 - 12/2019)  
Fossil Group, Inc. is an American fashion designer and manufacturer. Their brand includes Relic, Fossil, Michele Watch, Skagen Denmark, Misfit, WSI and Zodiac watches.

Project deals with Order Management System that makes sure smooth flow of order right from the creation state to release of order to external system is in place.

Key responsibilities include carrier Integration (FedEx Integration) using java if the order was "Ship from store", looking into the DC orders, buy online Pick Up orders and ship from store orders. The orders take various states such as created, scheduled, and released. We see to it that orders are not stuck and troubleshoot the issue if the orders get stuck in any state. We monitor various tasks such as store creation check, inventory check, agent/Integration server's status check (active/inactive), Store Application check, Order creation check, Order release check.

Nike Global Store Support (08/2016 - 10/2017)  
NIKE, Inc. is engaged in the design, development, marketing and selling of athletic footwear, apparel, equipment, accessories and services. The Company's operating segments include North America, Western Europe, Central & Eastern Europe, Great China, Japan and Emerging Markets. Project dealt with monitoring, trouble shooting and resolving the issues to store applications and tools. Project concentrates mainly on reducing



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concentrated mainly on resolving issues in the program offered by the client. Project involved Support , analysis and providing fix to the issues identified in application, tools as per client requirements. This project also involved monitoring stores on daily basis , dealing with store persons and solving the incidents raised by end user.

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Education

UG: **B.Tech/B.E (Computers)** from **NMAMIT, Nitte** in **2016**  
PG: **CS (CS)** from **NMAM Institute of Technology, Mangalore** in **2016**

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IT Skills

Skill Name	Version	Last Used	Experience
DB2 SQL			
JAVA			
Python			
OMS (STERLING TOOL)			

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Languages Known

Language	Proficiency	Read	Write	Speak
Java	Proficient			

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent  
Employment Status: Full time

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