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NEHA SINGH ⭐ Featured

NEHA SINGH

Executive seeking roles in IT Operations Management,IT Infrastructure Management,Design Development,Database Maintenance,Quality Assurance,Requirement Gathering,Technical Support,Client Servicing,Debugging,SQL Server,Tableau,Oracle,HTML,SSRS

Current Location: Faridabad

Pref. Location: Delhi / NCR,Gurgaon

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 9 Year(s) 0 Month(s)

Highest Degree:

Key Skills: IT Executive,Tech Support Engineer,IT Operations Management,IT Infrastructure Management,Design Development,Database Maintenance,Quality Assurance,Requirement Gathering,Client Servicing,Debugging,SQL Server,Tableau,Oracle,HTML,SSRS

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

9+ years of experience in core IT operations, Manufacturing IT framework support, Large Database Handling & Backend Development, ERP support (3rd party liaisoning and ticket management), In-house application Design, Development, Deployment & Maintenance, Audit execution and liaisoning with external parties.

Work Experience

⊙ **Bharat Gears Limited** as IT Executive
Apr 2011 to Aug 2020

Operational Support to real-time manufacturing & related operations
Cross-department liaisoning and functional support
IT infrastructure management
Customer and Supplier database maintenance
Annual IT budget preparation and tracking
Supporting Quarterly and Annual IT and different Department Audits of both internal & external agencies
Complete ERP support (including error management, ticket handling, and liaisoning with 3rd party for resolution)
Managing Operational, Purchase, Sales, Finance and HR reporting
Tool Expertise: Office 365 Administration, Advanced Excel, SQL Server, SSRS, .NET, Crystal Reports, Tableau
Plant Operational Data Analysis - extracting, collecting and performing analysis on departmental level data
Creating SQL Scripts, SP's and Views for data analysis and data extraction.
Reporting- Templatising reports from backend data into presentable formats for different tiers of reporting- SSRS, MS-Excel, Crystal Reports, Excel Query, etc.
Coordination with department leads to validate extracted data, modify and standardize per requirement.
Daily, Weekly, Monthly, Quarterly, and Annual data reporting to operational heads.
Requirement gathering, future pipelining, historic data study with business units for dynamic reporting.
Complex report creation using SQL to meet users and auditor's requirement related to stock ageing, costing, material movement, customer-supplier detailed reports, invoicing, payment status, purchase dispatch related reports, data reports as required by concerned department to file monthly- quarterly sales returns etc.
Maintaining data archives.
Large database handling, working on DB Applications for high complex projects.
Managing Database backups and restoration operations. Ensuring business continuity.
Responsible for Job Scheduling and Monitoring.
Creating/Debugging Complex Queries.
Web Application Development:
Finance - Online Perk Maintenance Application
Features -
o Yearly Closing and Entitlements/Openings Reports to all employees
o Provides Summary Reports/ Transaction Details to both employee& finance team
Quality - Inspection Monitoring System
Features -
o Check Quality Parameter of each item against standard
o Maintain Items master & Parameter master
IT - RTS: Request Tracking System

Features -
o Designed to keep the track of the all request initiated by the Bharat Gears Faridabad users only
Excellence/Operation Department - Kaizen
Features -
o Designed for the purpose toward improvement of organization with the aim to become competitive with involvement of each and every employee of the company in every aspect
Ensure the usage of complete ERP Suite RAMCO i.e. includes the modules Inventory, Purchasing, Sub-Contracting, Production & Planning, Sales & Shipping, Excise, Finance & Management Accounting.
Ensuring detailed specification is prepared for new reports /screens that are required & given to internal IT team & ensure deliverables are met.
Collaborating with ERP Team and providing support to internal Users to ensure Professional deliveries on time.
Coordinating/Following-up with ERP Implementation team to close unresolved issues logged in Ticket Tracking System (TTS) and get them resolved.
Prepare and strategize timelines for the project & follow up with team for deliverables
Testing - Test features developed & ensure the customizations are complete
User Administration - Creating and Maintaining Users, User Roles, User Activities & Profiles.
Scheduling and planning of quarterly and annual IT audits with external agencies.
Responsible to provide data to auditors as per requirement and timelines.
Liaisoning with internal departments for data availability.
Tracking observations till closure from audits.
Conducting internal monitoring and small-scale audits on department level.
IT Audit data reconciliation and reporting.
Providing IT support in bi-annual inventory audits, data reconciliation, and real-time reporting.

Education

UG: **B.Tech/B.E. (Computers)** from **Maharishi Dayanand University (MDU), Rohtak** in **2009**
PG: **in 0**

IT Skills

Skill Name	Version	Last Used	Experience
Windows XP/ Server2003/ 2012/ 2016			
SQL Server, MS- Access			
ORACLE, RAMCO, HTML, .Net			
SSRS, Crystal Reports			
MS Office Suit, Tableau, Power BI			

Languages Known

Language	Proficiency	Read	Write	Speak
english	Expert	✔	✔	✔
hindi	Expert	✔	✔	✔

Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent / Temporary**
Employment Status: **Full time**