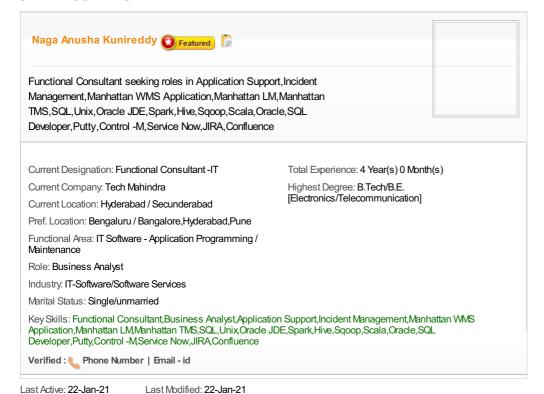


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Work Experience | Education | IT Skills |

Summary

Overall 4 years of total IT experience in Retail Domain.

Good working knowledge on Manhattan WMS Application (Retail ERP), Manhattan LM, Manhattan TMS with SQL and UNIX as primary skills.

Having good knowledge on retail domain, supply chain and application support apart from WWS.

Handled multiple tasks as part of ITIL life cycle which includes Incident Management, Problem Management, Change

Management, and User Management along with the Application testing.

Proactive at defect analysis and defect fixing capabilities.

Possess effective communication abilities to deal efficiently with the clients.

Conferred with the excellent working rating by the client for my work in project. Supported and involved in several change requests and deployments

Quick learner with a passion towards new technologies

Ability to work in any shifts and timings.

Work Experience

Tech Mahindra as Functional Consultant -IT Nov 2016 to Till Date

Project Domain

Retail

Project Name:

Coles Manhattan WMS

Client

Coles Australia

Roles

Application Support Analyst, Software Engineer, Techno Functional consultant

Organization

Tech Mahindra

Location

Hyderabac

Duration November 2017 - Till date

Functional Skills

Hand experience on solving issues.

Tools

SQL Developer, Putty, Control - M, Service Now, HP Life cycle Management, JIRA

Project Overview: Coles is an Australian Supermarket chain which uses warehouse management system (WMS) a software application, designed to support warehouse or distribution center management and staff. They facilitate management in their daily planning, organizing, staffing, directing, and controlling the utilization of available resources,

Important

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to move and store materials into, within, and out of a warehouse, while supporting staff in the performance of material movement and storage in and around a warehouse.

Responsibilities:

Worked on Manhattan WMS, LM, TMS applications with SQL and UNIX skills.

Having a good knowledge on retail industry.

Mainly supported the project in resolving High critical P1, P2 and normal P3 Issues.

Identifying Blocking issues and resolving them to increase the performance.

Main work is to identify functional, procedural and data issues with help of Manhattan UI and Oracle Database

Monitoring Unixlogs and job histories for troubleshooting.

Used Tools like SQL Developer, Putty, Service Now, HP Life cycle Management, Control - M, JIRA, Confluence .

Fully Involved in Problem Management (To identify Root cause of repeated issues), Change requests and User requests other than the regular issues.

Strong skills with ability to work under pressure and keep team motivated and focus as we handled high critical P1 issues.

Having good decision-making power and readiness to the responsibility.

Involved in QC Testing apart from incidents and change requests.

Extensive Experience in handling the tools such as Control-M.

Ability to understand and meet the changing business requirements

Eager to learn and participate in difficult odd jobs.

Compatible team player through complete project cycles, testing and final implementation.

Good at communicating with the clients, and collecting required data from them

Ability to apply good and efficient logic.

Enthusiastic and good communication skills

Highly inclined towards the quality standards.

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Education

UG: B.Tech/B.E (Hectronics/Telecommunication) from PSCMR College of Engineering, Vijayawada in 2016

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IT Skills

Skill Name	Version Last Used	Experience
Manhattan WMS		
Manhattan LM		
SQL, UNIX		
Oracle JDE		
Spark, Hive, Sqoop		
SCALA		
Oracle		
SQL DEVELOPER		
Putty, Control - M		
Service NOW, JIRA		
CONFLUENCE		
HP ALM		

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Languages Known

Lanamana	Dueficiones	Dood	\A/wi4-	Cunnile
Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent
Employment Status: Full time

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