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SACHINKUMAR ABBAI  

Senior Project Engineer seeking roles in Software Engineering, Incident Management, Product Management, Change Management, Relationship Management, Requirement Gathering, Production Support, Application Support, BMC Remedy, Salesforce, Oracle, SQL

Current Designation: Senior Project Engineer	Total Experience: 7 Year(s) 0 Month(s)
Current Company: Wipro Technologies	Highest Degree: MS/MSc(Science) [Computers]
Current Location: Bengaluru / Bangalore	
Pref. Location: Bengaluru / Bangalore	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Tech Support Engineer, Software Engineering, Incident Management, Product Management, Change Management, Relationship Management, Requirement Gathering, Production Support, Application Support, BMC Remedy, Salesforce, Oracle Apps Technical, ESP	
Verified :  Phone Number Email - id	

Last Active: 22-Jan-21


Last Modified: 22-Jan-21

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Summary

Focused college graduate with a Master of Science (MS.) in Software Engineering with 7 years of work experience as a Senior Project Engineer. Aiming to leverage the academic experience and proven knowledge of customer communications, customer management. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

Work Experience

 **Wipro Technologies** as Senior Project Engineer
Sep 2013 to Till Date

Providing the first level of support for the Salesforce CPQ End Users
Acted as team leader for 6 Project Engineers with the objectives of providing daily assistance in terms of Service Incidents.
Provided leadership to teams during simulated training sessions in preparations for combat and emergency incident. This involves production support of Oracle EBS (Oracle Projects & Oracle Time and Labor) in R12.
Tools & Technologies Used: Oracle EBS (Oracle Projects and Oracle Time & Labor), SQL, PL/SQL, ESP tool, Toad, PL/SQL Developer.

- * Provide comprehensive support to internal customers; achieve a resolution to outstanding problems or issues.
- * Make good technical decisions that provide solutions to business challenges.
- * Identifying tasks that could be improved through automation.
- * Work with Product Management and Service Manager for new analysis and reporting of any high potential interactions.
- * Responsible for all technical support related aspects at a specific customer: escalations, meet performance, improvement programs and upgrades.
- * Received merit awards for resolving complex software issues and providing exceptional customer service.

This involves production support of Oracle EBS (Oracle Projects & Oracle Time and Labor) in R12.
Tools & Technologies Used: Oracle EBS (Oracle Projects and Oracle Time & Labor), SQL, PL/SQL, BMC Remedy, Toad, PL/SQL Developer.

- * Acting as SME for Oracle Projects module and responsible for all the activities.
- * Provide estimations and impact analysis for the new change requests and enhancements covering all the aspects of solution design, implementation, unit testing and code review.
- * Provide a solution to the Service Requests/Service Restoration we receive from end customers on a daily basis.
- * Answer telephone calls, email and service requests coming in via web system.
- * Documented and reported application defects to Development teams.

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Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Education

UG: **BCA (Computers)** from **KLEs BCA College, Hubballi** in **2013**

PG: **MS/M.Sc(Science) (Computers)** from **Birla Institute of Technology and Science (BITS), Pilani** in **2017**

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IT Skills

Skill Name	Version	Last Used	Experience
Oracle Sql/Plsql			6 Year(s)
Enterprise Service Now (ESP)			7 Year(s) 4 Month(s)
Salesforce CPQ			1 Year(s) 2 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient			
Hindi	Proficient			
Kannada	Expert			
German	Beginner			
Telugu	Beginner			

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full Time, Part Time**

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