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|  | **RAKESH KUMAR RANJAN**  **Noida Sector - 59** | |  |  | | --- | --- | | **rakeshranjantjit@gmail.com**  **+91-9606631812** |  | |
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**Objective**

Seeking an intellectually stimulating opportunity in a growth and research-oriented organization which would provide me a challenging environment to make use of my analytical skills and ability to innovate and hence enhance my learning experience

**Experience Summary**

**Organization** –Quess crop Ltd. (July 2019 – Till Now)

**Designation** -Application Support Engineer (Oracle Utilities CC&B)

**Project -** UP-RAPDRP

**Client -** Uttar Pradesh Power Corporation Limited (UPPCL)

**Application**- Oracle CC&B (Customer Care and Billing) **2.8**

**DBA database.**

**Technical Skills**

* 4 Years’ Experience **in Oracle CC&B, Functional, Testing.**
* **Manual testing**
* Worked on **Business Object, Maintenance Object**
* Knowledge of different **modules** like **Billing, New Connection, Collection**
* **Bug Life Cycle**
* **Testing of all modules at development of Application Release.**
* Experience in manual/functional project testing.
* I have configured Algorithm and Algorithm Types for different algorithm spot.
* Extensively involved in design, development, and execution of Test Cases for Billing & Payment Modules.
* Knowledge of V-Model and its entity and Customer contacts.
* Knowledge of Portal zone security, Zone security, Field level.
* Verification and Validation
* Worked on **Orders, Campaigns, Packages and SAs**.
* Worked **on SDP tool** for Issue analysis and fixing.
* Requirement Analysis.

**PROJECT: ELECTRICITY HOLDING COMPANY**

**RESPONSIBILITIES**

* Test Design and Execution.
* Walkthrough of Test cases with Clients and Business Analysts.
* Extensively involved in design, development, and execution of Test Cases for Billing & Payment Modules. Support, co-ordination, and responsibility of the testing activities, which includes review of test cases and test conditions, walkthrough of test cases with clients.
* Performed Functional, Integration, Smoke, End to End, & involved in part of UAT testing

**TECHNICAL SKILLS:**

* Oracle Customer Care and Billing.

**Projects worked on**

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| **Project Name:** | **UP RAPDRP** |
| **Company** | **Quess Corp LTD** |
| **Client** | **Uttar Pradesh Power Corporation Ltd. (UPPCL)** |
| **Role** | **Oracle CC&B Application Support Engineer 2.8** |
| **Team Size** | **16** |
| **Tools** | **Oracle CC&B, SQL Developer, HPSM.** |

**Responsibilities**

* Handled Month End activity on production.
* Release Deployment management on production.
* Release Configurations on production.
* Testing and debugging workflow as per functionality.

**EMPLOYEMENT: (HINDUJA GLOBAL SOLUTIONS)**

I have one-year experience in HGS as a technical support executive.

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| **TECHNICAL SKILLS:-** |

Role: Technical Support

* Office Applications - Microsoft Office, Microsoft Power Point, Microsoft Excels, Microsoft Outlook
* As a technical support. We were supporting our client Airtel Broadband(BB) and Land Line(LL) connection for their end user support.
* Once user request come through email/call we have to check immediately and response to the customers.
* Most of the issue related to Network, Application support related issue or Slow browsing issue, Router configuration, Unable to connect internet by application using the following applications.
* KNOWMAX: used to configuration BB connection, Slow browsing issue
* CRM: We have to raised Service request(SR) and escalated to L2 level.
* VTA: Check the plan and Plan migration.,etc.

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| **Qualification** | **College/Institutes** | **Board/University** | **Aggregate** |
| **BE(CS)** | **T.John Institute of Technology,Bangalore** | **VTU** | **58%** |
| **12th** | **S.N.S.R.K.S College Saharsa** | **Bihar Board, Patna** | **70.5%** |

**Personal Details**

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| **Father’s Name:** | Mr. Parmeshwari Sah | **Marital Status:** | Married |
| **Birthday:** | Jan 05, 1994 | **Nationality:** | India |
| **Gender:** | Male | **Passport No.** | NA |

**Declaration:** I, **Rakesh Kumar Ranjan**, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

**Place:** **Noida Sector - 59** Signatures**:**

**Rakesh Ranjan**