

## MANEESH KUMAR PANDEY



S/O – GOLOK NARAYAN PANDEY  
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S No-13, Lean No-1, Satavwadi  
Hadapasar, Pune

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Phone no- 7839224914/9899419572

5.5 years (IT& PRESS)

Passport No. K3986468 (Lucknow) from 24/05/12 to 23/05/22.

### Objective

5+ years of experience in software application support for very large and complex databases in MS SQL Server including people management and coordination with clients. To grow technically and functionally using my skills and capabilities and help grow the organization that I work for.

### Professionals Exeperiene

- 1) Presently working in **TCS (EMP-ID-1203030) (vendor contract with T&M consulting)** as L1 after L2 from 11 May 2015 to 11 August 2018..

Handling L'Oreal Help Desk and support their application and database. Assign roll out plan for site engineer to implement L'Oreal application. Tracking issue of BDE and ASM for L'Oreal application. Experience on Supply chain management of FMCG.

TCS Help desk support to assist L'Oreal Distributors for both DMS and Hand held, ensuring a high level of performance and making sure that all Distributors calls and complaints are addressed properly. The Help desk will stores and maintains the Distributors calls and provides guidance for problem resolution. As calls are resolved, the HD software automatically maintains a complete audit trail, recording the date and time of each action taken, the support staff performing the work, and the time spent on the call. We are giving Support on 9 applications that are-

- **Suvidha, Dart LP and Dart Matrix** - These are an **ERP** Project and is used by distributors of L'Oreal for their secondary sales automation.
- **Loreal Console for Suvidha, Sales Portal, Dart LP and Dart Matrix** - These are Web Based Application Used by L'Oreal India Private Limited. As a Data- Warehouse for passing master data like Product, Price, channel, Group etc. As Well as primary invoices from **SAP** to **Suvidha, Dart LP and Dart Matrix**.
- **Suvidha Mobile/ Samsung Android Mobile Application**- This is a Handheld \ Mobile (SFA) application using by Salesman to capturing their daily activity in market.
- Deployment of application fix and changes.
- Issue tracking, Analysis & Resolution Management.
- Monitoring of database size and disk space in Production, Staging & Development environments.
- Knowledge of export/import.
- Plan monthly meeting and discuss over operational and technical issues and make plan for fix that issue.
- Maintain the Client Central Console Database which is main database for L'Oreal.
- Interacting with end Users and Clients and understanding CR action (Modification requirement in application) cases.
- Resolve issues like Inconsistency in Database and DB Suspects, Backup and Restore, Point in time recovery.
- Identifies & assigns appropriate roles to team members. Supports & Provides to team to achieve personal team & professional goals. On-call troubleshooting experience.
- Handling Product and Pricing management, Purchase order management, Secondary sales stock management, Trade Promotions Management, Claims Management and Distributor Sales Force Automation.
- Handling PDA based application for L'Oreal client application
- Experience on writing/modifying scripts using PL/SQL , Microsoft Excel, Manage-engine ticketing tool.
- Excellent Problem solving, Analytically and communication skills. Working on SQL Server 2008 migration from SQL Server 2005. Project implementation and support. Experience in Installation, Configuration, Maintenance and Administration of SQL Server 2000/2005/2008.

- Very good experience in Installation, configuration, maintenance, monitoring and administration of SQL Server 2005/2008R2.
- Involved in RCA preparation and testing of the product, new exe, hot fix patch and bug reporting. To Update Manage Engine 'Knowledge' database and Solutions
- Monthly reporting to head office about Implementation and Support and also prepare billing.
- Manage, collate and analyze Data and Organization Information for management information and strategic planning and decision making. Generating and Maintaining MIS Reports that will adhere to key corporate requirements in a regular, systematic, and logical manner and preparing Power Point Presentations.
- Interacting with the client on various forums to discuss the status of the project, clarify any queries regard -.

MDS experience in one year Supported team in resolving SQL Reporting services and T-SQL related issues and Proficiency in creating different types of reports such as Cross-Tab, Conditional, Drill-down, Top N, Summary, Form, OLAP and Sub reports, and formatting them. Experience in using SSIS tools like Import and Export Wizard, Package Installation, and SSIS Package Designer. Experience in importing/exporting data between different sources like Oracle/Access/Excel etc. using SSIS/DTS utility. Experience in ETL processes involving migrations and in sync processes between two databases.

**2) Worked in Botree Software International Pvt.Ltd. as CSA Sep 1 2014 to 31-03-2015.**

**Botree Software International Pvt.Ltd (EMP-ID-MSIC-555)**

Botree Software deploys collaborative sales, marketing, distribution and supply chain solutions across the downstream supply chain network which enables Channel Management, Product and Pricing management, Purchase order management, Secondary sales stock management, Trade Promotions Management, Claims Management and Distributor Sales Force Automation. - <http://botreesoftware.com>

- Handling application of core stocky for Amul, Unicharm, Hamdard, Dauber, VLLL as site engineer for north zone region.
- Project implementation and support. Experience in Installation, Configuration, Maintenance and Administration of SQL Server 2000/2005/2008.
- Very good experience in Installation, configuration, maintenance, monitoring and administration of SQL Server 2005/2008R2.

**3) Worked with JUST IN PRINT (PRESS) as SENIOR PRESS EXECUTIVE (ART & DESIGN) Sept15 2011 to 10 June 2014.**

**JUST IN PRINT**

JIP is the "Youngest Journal" edited by putative Journalists, multi-media initiative for participatory reportage and analyses related to governance of all institutions and processes that are vital to public life in India. Currently, we will be available as [www.justinprint.in](http://www.justinprint.in) (as Digital Magazine), and Just IN Print the fortnightly print magazine. ([www.justinprint.in](http://www.justinprint.in)).

Just In Print. India's Young Journal was conceived in the minds of Journalist friends. Without hue and cry the new born baby AKA Just in Print walked out. At present Just IN Print has more than 7 Lakhs Reader's across the globe. We aim to become one of the largest print network house in the coming days.

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**Technical Skills**

<b>Operating Systems</b>	Windows O/S, Linux,
<b>Programming Languages and packages</b>	C++, SAP-ABAP, LINUX, Microsoft Excel, Outlook, PowerPoint
<b>Databases</b>	MS-SQL, ORACLE, SQL
<b>Scripting Languages and tools</b>	HTML, SQL Mgmt Studio, Citrix apps, , Manage Engine Service Desk Plus,
<b>Processes and Methodologies</b>	Project Management Fundamentals

## Academic Chronical

Course	Institution Board/ University	Year of Passing
MCA	INDIRA GANDHI NATIONAL OPENUNIVERSITY, NEW DELHI	2012
BCA	INDIRA GANDHI NATIONAL OPEN UNIVERSITY NEW DELHI	2008
12 <sup>TH</sup>	S. K. I. COLLEG, KAURIRAM, GORAKHPUR U.P State Board.	2001
10 <sup>TH</sup>	S. I. COLLEG, MALAON, GORAKHPUR U.P State Board.	1999

## Other Training Programme

- HCL-CDC MAYUR VIHAR DELHI, HCE (HCL Certified Engineer), Nov2008- Dec2009.
- HCE (A+, N+, MCSE, CCNA, RHCE), Nov2008 – Dec 2009.
- SAP ABAP from SKY INFOTECH, NOIDA, U.P
- 3 times Participation in Microsoft for virtual tech days

## Strength

- Good analytically and programming skills.
- Work dedicated team player.
- Quick spin up on changing environment.
- Willing to learn and stay abreast of new technology.

## Personal Profile

Parent's Name : Mr.Golok Narayan Pandey, Mrs.Chameli Devi.  
Nationality : Indian.  
Date of Birth : 4<sup>th</sup>Oct 1984.  
Gender : Male.  
Language Known : English, Hindi.  
Permanent Location : H NO- 377, Malaon (karawaniya)  
Gorakhpur, Uttar Pradesh  
India-273413

## Declaration

I hereby declare that the information furnished above is true to best of my knowledge.

Place: Pune  
Date:

(Maneesh Kumar Pandey)