CURRICULUM VITAE

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CAREER OBJECTIVE

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a postgraduate with Eight years' worth of experience in IT and management, I am excellent in working with others to achieve a certain objective on time and with excellence.

EXPERIENCE

ICT-EXECUTIVE SUPPORT ENGINEER
Apparel Group Dubai
March-2013–To-Oct-2019
Project # 1:
Title: MICROSOFT RETAIL POS PRODUCT
Team size: 19
Environment: Web Services, SQL Server 2008/2012. Windows, Reports
Role: ICT Executive Support Engineer, L2.

Project Description:
MICROSOFT RETAIL POS PRODUCT is a Billing System, which is used for maintaining the entire Database regarding Apparel Group Projects developed by Microsoft Team. This Project Processing Lifecycle of Products from gathering of Technical Requirements to Final Production which includes Master data, financial data, Customer data etc. The centralized data is maintained in the SQL database. The end users will be able to take the Business Decisions based on our different Forecast reports. Finally, the data is maintained in different staging servers. The data warehouse systems they be maintained internally for Business analysis and ongoing customization.

Responsibilities:
- Working with Gulf country-based clients for Microsoft Retail POS product.
- **Implemented GST tax calculation** system in the Microsoft Retail POS product.
- Currently supporting the design and development of the Microsoft Retail POS product
- Supporting L1 team to resolve the issues and tickets.
- Interacting with clients to gather requirements
- Design and develop those requirements.
- Troubleshooting for billing purpose using SQL database.
- Daily monitoring SQL scheduled Jobs.

ICT Executive Support Engineer
Modex Trading PVT LTD - Ahmedabad, Gujarat
Sept-2019 – To Present

Project # 2:
Title: Oracle X store
Client: Apparel Group Dubai.
Duration: Sept 2019 to Present.
Team size: 18
Environment: Oracle, Windows, Reports
IDE: Oracle Backend Support
Role: ICT Executive Support Engineer L2.

Project Description:

Oracle Xstore is a Billing System, which is used for maintaining the entire Database regarding Apparel Group Projects developed by Oracle Team. This Project Processing Lifecycle of Products from gathering of Technical Requirements to Final Production which includes Master data, financial data, Customer data etc. The centralized data is maintained in the Oracle database. The end users will be able to take the Business Decisions based on our different Forecast reports. Finally, the data is maintained in different staging servers. The data X Centre systems they will be maintained in HO.

Responsibilities:
- Supported the implementation, integration and deployment activities at the client site.
- Supporting L1 team to resolve the issues and tickets.
- Interacting with clients to gather requirements
- Design and develop those requirements.
- Troubleshooting for billing purpose using Oracle database.
- Daily monitoring Oracle DB batch jobs.
- Installation of DB and oracle application.

ICT Executive Support Engineer
Modex Trading PVT LTD - Ahmedabad, Gujarat
Sept-2019 – To Present

Project # 3:
Title: SIM (Store Inventory Management)
Client: Apparel Group Dubai
Duration: Sept-2019 – To Present
Team size: 6
Environment: Oracle, Windows, Reports
IDE: Oracle SIM application Support
Role: ICT Executive Support Engineer

Project Description:
The Application is developed for big data platform, the SIM finally enabled for all brands to use their Store data inventory to identify and understand each data available in the store and warehouse inventory, and directly communicate through technology, along with a revolutionary for the time consuming. and managing the data in oracle system.

Responsibilities:

- Supported the implementation, integration and deployment activities at the client site.
- Supporting L1 team to resolve the issues and tickets.
- Interacting with clients to gather requirements
- Design and develop those requirements.
- Troubleshooting for inventory management using Oracle database as on SIM.
- Handling as an admin, installation, user creation, report execution.
- Monitoring batch jobs in application and oracle DB level.

EDUCATION

MBA in Information Technology

Jaipur National University - Jaipur, 2019

Passed MBA in Information Technology from Jaipur National University in 2019 with 1st Class (71%)

Bachelor of Arts

Passed Bachelor of Arts from Gujarat University in 2009 with 2nd class (48%)

HSC

Gujarat University -2005

Passed HSC from Gujarat Board in 2005 with 2nd Class (48%).

SSC

Gujarat University- 2003

Passed SSC from Gujarat Board in 2003 with 2nd Class (55%).

SKILLS

- SQL
- Oracle
- MS SQL SERVER, HTML
- .net

Personal Details

Date of Birth: - 22/07/1988
Nationality: - Indian
Marital Status: - Married
Languages Known: - English, Hindi, Gujarati.

Place: Ahmedabad   (**Vivek Dwivedi**)
Date: Signature