

IVAN PEREIRA

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<https://ivan-portfolio.herokuapp.com/>



ACADEMIC QUALIFICATION

Post-Graduation, Conestoga College, Kitchener

September 2017 – December 2018

Major - Information technology Business Analysis, GPA: 3.6

Bachelors, Xavier Institute of Engineering

August 2010 – May 2013

Major - Computer Engineering, GPA: 3.5

WORK EXPERIENCE

Customer Sales Representative, HMSHost (Tim Hortons)

September 2017 – Present

- Cashier/Customer Service, Drive thru order taker, Front counter, and Baker along with Procurement of stock in storage.
- Delivers consistent and outstanding guest service through friendly attitude, attentive behavior and strong product knowledge.
- Enhances the guest experience by following the S.E.T. Principles: Smile, Eye Contact, Thank You.
- Works in compliance with occupational health and safety legislation.
- Knows, understands and follows safe work practices and procedures.

Business Analyst (CRM with BFSI), CRMNEXT

August 2013 – August 2017

- Implemented LDAP for Fullerton India Credit Co. and TATA AIA Life Insurance.
- Implemented EKYC for HDFC bank using fingerprint biometric device.
- Implementation of 'Import User Job' to import IndusInd bank Users in TATA AIA Life Insurance.
- Implemented CITIBANK Leads document flow to CRMNEXT and vice versa.
- Implemented iTALIC - CRMNEXT Integration of Leads using Web Service.
- Pitching about new features of new MVC UI/UX version of CRMNEXT to clients through meetings.
- Migration from old UI/UX version to new MVC UI/UX version for Fullerton India Credit Co. Pfizer India Axis Bank and Tata AIA Life Insurance.
- Requirement gathering, documentation, coordinating with developers, UAT Sign-off and ensure a smooth go-live transition.
- Providing Demos, Develop PowerPoint presentations and delivering training sessions.
- Expertise in Database queries working on Microsoft SQL server 2012 platforms having knowledge on backup, restoration, Performance Tuning.
- Worked on SAAS project for PFIZER INDIA.
- Designing and structuring of FAQs for clients regarding CRM product and developing with the help of a developer, testing it and then final roll out on production environment for all clients.
- Building and sending quarterly status report to all clients which comprises of Application and DB server configuration, CRMNEXT deployment architecture, Month wise user concurrency graph, Quarterly incident report, CPU utilization graph, RCA analysis report, Integrated system report, Transaction growth data (Leads growth count, Offers growth count, Accounts growth count, DB size growth, Number of user's growth and current hardware sizing) and Transaction summary report for past three months.
- Initiating health check activity for all clients on a quarterly basis for all of the application and DB servers.

Client: AXIS Bank, Fullerton India Credit Company, Pfizer, HDFC Bank, TATA AIA Life Insurance, National Bank of OMAN, Equitas Bank, Ujjivan Bank.

Technology/Infrastructure: Windows 2012 R2, MS SQL Server 2012.

TECHNICAL PROFICIENCIES

Methodologies: Agile, Software Development Life Cycle (SDLC), Waterfall Method.

Technical Tools: MS SQL, Balsamiq mockups 3, MS Powerpoint, MS Word, MS Excel, Xtensio, MS Visio, Xmind, Power BI, MS Access, MS Silverlight, Gephi.

ITBA Tools: Brainstorming, Rich picture, Data flow diagram, Use case, User stories, Feature tree, Context diagram, Ecosystem map, Actor diagram.

Operating Systems: Windows 2012 R2, Basic knowledge of creating users, groups, deleting users, SSL- Self-Signed Certificate implementation, Website Redirection.

SKILLS

- Vendor Coordination.
- Good interpersonal skills and ability to work in a team.
- Requirement Gathering.
- Reviewing Test cases.
- Database Monitoring & Tuning.
- Provide Demos and Presentation.
- Preparing BRD.

CO-CURRICULAR ACTIVITIES

- Appreciation Certification from TATA AIA Life Insurance.
- Participated for ThinkQuest 2010 (Project Competition), which was held on 13th and 14th March 2010.
- Volunteered and coordinated Blood Donation Camp.
- Exhibited excellence in Sports like Football and Volleyball and till date represent Kitchener United FC for football tournaments held at intercity level.