

CURRICULUM VITAE

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Objective

Seeking a challenging role to leverage expertise in troubleshooting, collaboration To improve technical and interpersonal skills and to utilise my experience in the challenging environment that offers professional growth while being resourceful, innovative and flexible.

Current employment:

Organization: Billennium (Dec 2022 – Present)
Client: Roche Pharma
Designation: Professional integration support specialist

Project description:

Billennium was established in 2003. Tibco forms enterprise service bus that supports 1500 interfaces this include transfer batch status from sap to mesh system. Tibco platform enable communication and synchronisation between multiple independent system with different technology.

Responsibilities:

- Analysis of functional and technical requirements in integration process and Second/Third line of integration.
- Provided 2nd and 3rd line support for Tibco integration solutions, ensuring the stability and performance of critical business systems.
- Collaborated with cross-functional teams to analyse requirements, design solutions, and implement changes in Tibco integration environments.
- Investigate logics behind business processes as per client requirement and issues.
- Handling incident related to data issues like analysing data source, user output to find root cause.
- Support team for applications and services in global pharmaceutical company.
- Handling incident like P1/P2/P3/P4 and service requests(incident and SR management with ITIL standards by using Service now)
- As an integration team who provided virtualised data from data source to application – working with different platforms and applications(Workday, SAP concur, PEGA, LDAP, Oracle database, etc)
- Cooperated with infrastructure team, developers, external vendors and business users.
- Ensuring high availability of services and application.
- Understanding the entire application flow, health checks and monitoring of all application servers.
- Responsible for end-to-end support Applications and implementing changes in PROD Environment.
- Handling client calls to ensure about all the services and escalations to increase productivity.
- Ability to handle critical issues and provide solution in on call support.
- Excellent analytical skills, focusing in time management and organisation's priorities while aiming to customer's satisfaction. investigating and updating the root causes. Presenting in the Weekly meetings.
- Proven ability to multitask and work collaboratively in a strong team concept environment, simultaneously working independently on specific assignment.
- Experience of working with multicultural and geographically distributed teams.
- Actively participated in on-call rotations to address critical issues outside regular business hours.
- Gathering knowledge and preparing knowledge base article for other support team member.

Past Experience:

Organization: Tech Mahindra (Jul 2018 – Dec 2022)

Client: Mobistar Provisioning [Orange, Belgium]

Designation: Software Engineer

Project description:

Orange is a Belgian telecoms company. Created by France Telecom in 1996 under the name of Mobistar. Orange own the physical towers and radio spectrum. It offers 2G, 3G, 4G and 4G+ mobile technologies. Orange provides mobile and fixed telephony as well as broadband internet.

Responsibilities:

- As a SPOC for Mobile Number Portability as well as Fix Number Portability for Orange Belgium account,
- acquired wonderful knowledge of flow for Mobile Number Portability as well as Fix Number Portability
- Good understanding of telecom domain and mobile number portability functionality.
- Finding error in logs for the failed orders of MNP as well as FNP and providing solution.
- Worked with Global variables, SOAP, WSDL, XML, EAR Deployment in Tibco Admin
- Understanding of TIBCO admin, TIBCO BW, TIBCO EMS, TIBCO open space.
- Start and stop complete application in sequence whenever required.
- Incident Management (P1/P2/P3/P4 production ticket handling, involved with different teams & helped
- in incident to closure by using BMC Remedy).
- Preparing and maintaining the documents like SOPs to reduce the solving time.
- Involved in Change Management i.e., raising change request till implementation and post
- implementation review calls.
- Creating simple and complex queries of SQL to do day-to-day work

Organisation: Conneqt Business Solutions (Oct 2016 to July 2018)

Client: TATA MOTORS project

Designation: Associate Technical Support

Project description:

It's a pan India siebel based application support portal since 2003, CRMDMS (customer relationship management and dealer management system) has enhanced all the processes of sales, services and spare parts business of Tata motors

Responsibilities:

- Troubleshooting Technical queries and Responsible for fixing the issue at a real time
- Resolved the service request with in the SLA Handling daily calls with interacting the customer.
- Escalating the issue to next level support team Used BMC Remedy to close
- incident.
- Coordination with other Applications team for the resolution of an Incident with in SLA
- Implement the changes in PROD environment and do the sanity checks
- Provide technical and functional support to TATA Motors Authorised dealers across India.

Technical skill:

- Database: Oracle 23.1.0
- Operating system: Unix
- TIBCO EMS 8.4
- TIBCO BW 5.11
- Tibco Admin 5.11
- Development Tools: TIBCO BW designer, Jenkins Software

Achievement:

- Certified TCAM - TIBCO® Business Works by TIBCO software Inc.
- Certified TCA - TIBCO® Messaging by TIBCO software Inc.
- Winner of PAT ON BACK and BRAVO award for continuous efforts and hard work by Tech M leads.
- Winner of best Employee of the year in Conneqt Business Solutions.

Academic qualification:

- 2016 - B.E (E&TC) from Dr. D Y Patil COE, Pune University with 62.26%
- 2012 - Diploma (E&TC) from Gov. Polytechnic, Nashik, Maharashtra State Board with 63.81%
- 2008 - SSC from P A Jadhav Vidyalaya, Thane, Maharashtra State Board with 90.30%

Personal skill:

- Positive attitude, Adaptability.
- Quick learner with good grasping capability.
- Problem analysis, use of judgment and ability to solve problems efficiently.
- Excellent organisational skills and ability to prioritise workload.
- Eager to learn new things and hardworking nature.

Personal details:

- Date of birth: 30th dec1992
- Gender: Female
- Nationality: Indian
- Language known: English, Hindi, Marathi
- Address:102, Som-Shivam, Mansarovar, Bhiwandi, 421305

Declaration:

I undersigned, have provided you with the above information to the best of my knowledge

Place: Pune

Sujata Naik