<u>**CURRICULUM VITAE**</u>

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Summary

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:
• Provided 2nd and 3rd-line support for Tibco integration solutions, ensuring the stability and performance of critical business systems.
• Cooperated with infrastructure teams, developers, external vendors, and business users through support requests and incidents via ServiceNow and Jira.
• Conducted analysis of functional and technical requirements in the integration process. Investigated the logic behind business processes based on client requirements and issues.
• As part of an integration team that provided virtualised data from data sources to applications, collaborated with different platforms and applications (Workday, SAP Concur, PEGA, LDAP, Oracle database, etc).
• Demonstrated excellent analytical skills, focusing on time management and organisational priorities. Investigated and updated root causes, presenting findings in weekly meetings.
• Proficiently utilised stack traces to identify and resolve issues in Tibco Designer.
• Collaborated with cross-functional teams to analyse requirements, design solutions, and implement changes in Tibco integration environments.
• Managed incidents like P1/P2/P3/P4 and service requests (incident and SR management with ITIL standards using ServiceNow).
• Demonstrated proven ability to multitask and work collaboratively in a strong team concept environment, simultaneously working independently on specific assignments.
• Understood the entire application flow, conducted health checks, and monitored all application servers.
• Responsible for end-to-end support for applications and implementing changes in the PROD environment, also Handled client calls to ensure all services and escalations were addressed promptly to increase productivity.
• Ensured high availability of services and applications by understanding the entire application flow and conducting health checks.
• Handled client calls, addressed escalations, and actively participated in on-call rotations for critical issues.
• Gathered knowledge and prepared knowledge base articles for other support team members.
• Had experience working with multicultural and geographically distributed teams.

Past employment

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:
• Served as a Single Point of Contact (SPOC) for Mobile Number Portability and Fix Number Portability for Orange Belgium account.
• Acquired in-depth knowledge of Mobile Number Portability and Fix Number Portability flows.
• Resolved issues in logs for failed orders of MNP and FNP, collaborated on global variables, SOAP, WSDL, XML, and EAR Deployment in Tibco Admin.
• Involved in Change Management, creating and executing simple and complex SQL queries.
• 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
• 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).
• involved in Change Management i.e., raising change request till implementation and post implementation review calls.

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.

Key Achievements:

• Successfully resolved [X]% of technical issues within [Y] hours, exceeding the established service level agreements (SLAs).
• Contributed to the development of [specific feature or improvement], resulting in positive feedback from developers.
• Published [number] technical articles and sample code snippets, enhancing the knowledge base and self-help resources for developers.

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
- Programming Languages: Basic Python
- Postman

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%

Other qualification:

- Certified TCAM - TIBCO® Business Works by TIBCO software Inc.
- Certified TCA - TIBCO Business Works 6 by TIBCO software Inc.
- Certified TCA - TIBCO® Messaging by TIBCO software Inc.

Achievements:

- 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.

About Me

Positive, adaptable, and quick learner with excellent problem-solving skills. Possess strong organisational skills and the ability to prioritise workload effectively. Eager to learn new technologies and committed to delivering high-quality support. I bring a positive attitude and a commitment to delivering the highest level of service to our developer community. Strong analytical skills and a demonstrated creative problem-solving approach.

Personal details:

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

Declaration:

I undersigned, have provided you with the above information to the best of my knowledge
Place: Pune Sujata Naik