

## **SURAJ KUMAR S**

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**Oracle / APEX Project:**

<https://692fd132d4bb5fb857edd409--marvelous-griffin-bab897.netlify.app/>

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## **PROFESSIONAL SUMMARY**

Analyst and Technical Support Engineer with strong experience in enterprise application support, database-driven systems, automation, and cloud technologies. Skilled in SQL, database concepts, application troubleshooting, system performance monitoring, and business process optimization.

Focused on Oracle APEX, Oracle database concepts, and enterprise application development aligned with Deloitte's Enterprise Technology & Performance (ET&P) practice. Demonstrated ability to support enterprise application delivery, stakeholder collaboration, and continuous system optimization.

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## **CORE SKILLS**

- Oracle APEX Development
  - Oracle SQL / PL/SQL
  - Database Performance Tuning & Optimization
  - Oracle EBS (Finance & Procurement) – Concepts
  - Application Development Lifecycle
  - System Integration & Migration
  - Performance Monitoring & Troubleshooting
  - HTML / CSS / JavaScript
  - Automation & Scripting (PowerShell, Python)
  - Microsoft Azure & Cloud Technologies
  - IAM / RBAC / MFA / SSO
  - Stakeholder Communication
  - Process Improvement & Documentation
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## **CERTIFICATIONS & TOOLS**

- Microsoft Azure DevOps Engineer – AZ-400
- Azure Fundamentals – AZ-900
- Azure Administrator – AZ-103
- Developing Solutions for Azure – AZ-204
- Microsoft 365 Fundamentals – MS-900

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## PROFESSIONAL EXPERIENCE

### **DXC Technology – Technical Support Engineer (Client: MetLife)**

**Dec 2024 – Present | Bengaluru, India**

- Provide L1/L2 support for enterprise applications and database-driven systems
- Work with Azure AD, RBAC, Conditional Access, MFA, and SSO
- Diagnose & resolve application, login, access, and data-related issues
- Assist in database migration, upgrades, and integrations
- Monitor system & database performance and apply optimization strategies
- Collaborate with stakeholders to gather business requirements and deliver effective solutions
- Create runbooks and technical documentation to improve team efficiency

**Aligned to Deloitte JD:**

- Database & application issue resolution
  - Performance optimization & best practices
  - Stakeholder collaboration
  - Risk & quality management
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## PROJECTS (RELEVANT TO ORACLE & APEX)

### **Oracle APEX Analytics & Management System – Live Demo**

<https://692fd132d4bb5fb857edd409--marvelous-griffin-bab897.netlify.app/>

- Designed an Oracle APEX-inspired enterprise application
- Created dashboards for Finance and Procurement analysis
- Built database monitoring and reporting features
- Implemented CRUD operations, validations, and data workflows
- Simulated PL/SQL-driven logic and secure role-based access
- Deployed as a commercial-grade web application

### **AI Assistant – Nova (Service Desk Prototype)**

- Created a guided troubleshooting assistant
- Automated environment-based responses (VDI / PC)

- Reduced resolution time using structured logic

### **JARVIS – Personal Automation Assistant**

- Built with Python and scripting
  - Automated repetitive system and support tasks
  - Strengthened logic and process automation capabilities
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### **ADDITIONAL CONTRIBUTIONS**

- Conducted root cause analysis for recurring incidents
  - Reduced incident reopen rates and improved SLA adherence
  - Shared knowledge and mentored peers on troubleshooting techniques
  - Supported cross-functional teams for secure & resilient deployment
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### **TECHNICAL DETAILS & TOOLS**

- SQL analysis, indexing, performance improvement techniques
  - PL/SQL logic & stored procedure concepts
  - Netlify hosting & deployment workflows
  - ServiceNow (Incident / Change / Problem Management)
  - PowerShell & Python scripting
  - Monitoring: logs, metrics, alerts, dashboards
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### **EDUCATION**

**Bachelor of Computer Applications (BCA)**  
**New Horizon College, Bangalore**

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### **SOFT SKILLS (DELOITTE VALUE ALIGNMENT)**

- Analytical Thinking & Problem Solving
- Communication & Stakeholder Management
- Adaptability & Change Handling
- Quality & Risk Awareness
- Collaboration & Team Unity

- Strategic Thinking
  - Empathy & Integrity
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## **AVAILABILITY**

**Available to join immediately. Open to hybrid working model in Bengaluru.**

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