

Office Administrator Office Administrator Office Administrator - JEI Learning Cary, NC Currently working and seeking full-time/part-time opportunities in office administration with previous experience of working as a Software Engineer, designer, programmer and web developer in IT for more than 6 years with good communication skills. From Oct 2003 to Jan 2017 took a professional break and worked as a full-time parent of two children while managing household finances, scheduling, transportation, and travel arrangements. Work Experience Office Administrator JEI Learning - Cary, NC February 2017 to Present Working as morning Office Administrator, responsible for managing daily folders and all activities for all Students and Teacher. The daily duties include: Maintaining stock of books. Responding to teacher's comments and coordinating with Center Director and or parents and other staff as needed. Preparing Students daily folders, books and ensuring follow-up activities such as scheduling re-attempt of test or book(s). Respond to Parents questions and new inquiries on telephone and in-person. Setup appointments for diagnostic test for new students. Update on-line system with Student's progress on a regular basis and identify next steps as per prescribed curriculum. Software Engineer IBM - Raleigh, NC February 2001 to September 2003 IBM CRM is world's largest implementation of Siebel, which involves customization, configuring and upgrading to various Siebel releases like Siebel 5.x/6.x/7.x and involved Siebel Call Center, Field Sales, Marketing, eChannel and eService modules, with EAI and EIM to various different external applications around various geographic locations. Design and Developed various customer requirements in Siebel Tools to configuration of new interfaces and upgrading from Siebel 6.0.3 to 7.0.4. Developed EAI interface using XML, MQ and Custom Java adapter to support Product Catalog and Parts Warranty. Prepared documentation, training material and provided production support. Siebel Developer Nike - Portland, OR September 2000 to January 2001 Java Developer Venus Technologies India Pvt. Ltd - New Delhi, Delhi March 1999 to August 2000 India This Project dealt with the development of Inventory Control System. It was a 3-tier application which included a front end Java application, a Java middleware server, and the backend with an Oracle server. Developed Java interface for front-end to update their databases to the registered services along with initiating and delivery of goods to the consumers using Oracle

based back-end system. Developed front-end and back-end of web applications using Applets and Servlets. Nike 2000 to 2000 implementation customized and configured its Supply Chain Management involving accounts, products, contacts and various other Siebel objects. Performed data migration using Siebel native EIM technology and SQL Scripts for Product Catalog and Customer Contact Information. Designed and Developed various functional requirements to enhance Siebel User Interface to support the Business needs. Created user training documents and provided testing support. Oracle Developer Kausar India Pvt. Ltd - New Delhi, Delhi November 1997 to February 1999 India Kausar India Limited has a huge fleet of trucks, which are used for transportation of perishable goods throughout India. This project dealt with managing fleet of trucks using Client-Server Oracle application. Developed Front-End using Oracle Forms 4.5, Reports 2.5, Graphics 2.5 and Oracle 7.x as back-end-database. Designed and Developed a graphic module with Graphics 2.5 which incorporated stand-alone graphs and graphs embedded in forms giving drill-down result including the map of India depicting various sectors on which the truck runs and clicking on a sector to get details of trucks on those sectors. Education Bachelors of Arts in English Literature Delhi University - Delhi, Delhi 1996 Skills Db2, Sql server, Oracle, Sql, C++, Enterprise application, Javascript, Perl, Crm, Siebel, Java, Unix, Ms office, Cgi Additional Information SKILLS Programming Languages: Java/JavaScript, SQL, CRM Tools: Siebel Enterprise Application PL-SQL, CGI-PERL, C++ Operating Systems: Windows, Unix, DOS Databases: SQL Server, Oracle, DB2, MS-Access Office Suite: MS Office, Open Office

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