

UPMA BHOJWANI

Phone: +91-9871075055
upmabhojwani20@gmail.com

Profile Summary

Global Project Manager with 9.5 yrs. of experience and have proven expertise in Project Management including organising, planning, estimation of projects, stakeholder management, SDLC process and Scrum Agile Methodologies. Able to manage multiple projects while driving process consistency efforts across teams focusing on customer satisfaction with strong analytical, communication, cross-organizational relationship building and influencing skills. Have hands on experience on Oracle Applications, Oracle Fusion, Oracle Environment Services including Oracle Fusion environment, Financials, HCM, ERP, CRM, SCM, BI, cloud technologies - SaaS, PaaS, IaaS, DevOps.

Career Summary

- ❖ **4+ yrs.** of experience primarily in the field of Project Management, Scrum Agile methodologies with focus areas include project planning, staffing, communication, Change management and scope management. Also have experience on handling Oracle Apps, Oracle fusion - HCM, CRM and Financial Projects, Cloud technologies - AWS, Fusion, DB maintenance, troubleshooting, monitoring and testing.
- ❖ Possesses leadership skills and brings in a complementary mix of diverse functional knowledge and technical expertise.
- ❖ Contributed in multiple end-to-end implementations involving multiple Oracle non-prod and prod environments. Also, actively managed R12 upgrade and maintenance projects.
- ❖ Good Experience in Application maintenance (Support) for post upgrades and post implementations projects.
- ❖ Good experience in project planning and estimations in line with customer expectations and end-to-end third-party engagements
- ❖ Multiple engagement experience with global delivery model including offshore functional and development support.
- ❖ Experience in maintaining partnerships with business teams, manage strong cross-functional relationships and deliver IT solutions to meet their dynamic requirements
- ❖ Liaison between business and technology teams to evaluate business requirements, ensure alignment between business solution definition and system architecture for the organization
- ❖ **5+ yrs. of experience in providing Expert level services as Oracle Apps DBA and monitoring of applications and hardware infrastructure through Oracle Enterprise Manager.**
- ❖ Awarded “Quarter Best performer” for Event and Incident Management team
- ❖ Excellent communication skills. Exceptional ability to interact with users and all levels of management & direct Customers.

Key Skills:

Project Management	Planning, Organising, Scheduling, PMI principles, Agile, Scrum
Applications	Oracle Fusion, Oracle Finance, HCM, Projects, CRM, Cloud.
Tools	MS Project, JIRA, Confluence, Oracle Enterprise Manager , SQLplus
Languages	PL/SQL, C, C++, HTML, Java Script, VBScript, XML
Database	SQL Server 2000/2005, Oracle 7/8/9i/10g/11g/12c
Operating Systems	Unix, Linux, Solaris, Windows Server 2000 and 2003, XP and Vista
Hardware	Exadata servers, Exalogic Servers, BBUs replacement
Processes	ITIL processes: Change Management, Incident Management, Release Management, Quality assurance and control SDLC: Waterfall and Agile Methodology

Certifications

- Certified Scrum Master (CSM) by Scrum Alliance.
- Oracle 10g Certified Professional (93%).
- Oracle Apps 11i Install, Patch and Maintain Oracle Applications Certified.
- ITIL V3 foundation Certified (87.5%).

Work Experience

Oracle India Pvt. Ltd. (PEO, Noida)	Feb 13 - Apr 17
Position	Project Manager
Role	Project Manager of Oracle Environment Services Team
Environment(s)	Oracle database 12c/11g/10g/9i, Cloud, Oracle Apps 11i/R12, Fusion, Weblogic, UNIX, Linux & Sun Solaris

Oracle Product Engineering & Operations (Oracle PEO) is responsible for supplying infrastructure and applications for internal Oracle development engineering groups as well as Oracle's Private and public cloud service organizations. Oracle PEO manages thousands of systems and hundreds of petabytes of storage. The group is responsible for provisioning and managing numerous production instances of Oracle Database, Oracle Cloud, Oracle Fusion Middleware, and Oracle application products.

Key responsibilities:

- Project planning, staffing, communication, Change management, scope management, stakeholder management.
- Worked on multiple Oracle fusion projects which involved regular maintenance, support and infrastructure related activities for prod and non-prod environments
- Worked on supporting issues on application and database access that also covers P1 escalations
- Consistently worked on creating project plans for patching and refresh activities on multiple environments
- Maintaining various hardware activities like kernel upgrade, VM upgrades & handling disk failures etc.
- Provisioning and managing production instances of Oracle Cloud, Fusion and oracle application products
- Tracking & Monitoring Project Progress assigned to the team
- Define, document and carry out small projects, actively participate in all phases of project
- Work with business and technology teams to assess business requirements and provide appropriate technical solution for the organization
- Work on technical documentation including requirement document, solution document, process documents
- Steer meetings with all stakeholders to communicate requirements to all stakeholders and monitor progress on the project activities
- Ensure process adherence for all project related activities in cross-functional teams to deliver projects within timelines and budget
- In charge of maintaining the schedule and quality of deployments in various application environments

Oracle India Pvt. Ltd. (PDIT, Bangalore)	Oct 07 - Jan 13
Position	IT System Consultant
Role	Oracle Apps DBA
Environment	Oracle database 12c/11g/10g/9i, Oracle Apps 11i/R12, Fusion, Weblogic, UNIX, Linux & Sun Solaris

Oracle PDIT operations team caters to five Functional areas: PDIT / ADIT requested Patching, Security Operations, PDIT BAS environment refresh, IT Legal activities and PDIT/ADIT SOX quarterly audit. Patching Services provides support for patching on all AIT owned instances. Patching Services covers 24x7 patching activities for APAC, EMEA time zone and US time zone on weekends. Security Operations covers IDC and US time zone, supporting issues on application and database access and also covers P1 escalations. Application access includes the issues related to login and granting/revoking application privileges on GSI, SRV, CAPP, AIT, GCM and GCW environments. Database access includes creating/maintaining named user accounts and granting/revoking database privileges on database objects, roles and named/generic accounts on all AIT maintained environments.

Key Responsibilities

- Working as an Core /Oracle apps DBA (Oracle Database, Collaboration Suite and Oracle Application Server Environments)
- Providing support for standard and custom patching on all AIT owned instances i.e., ERP (Enterprise Resource planning), CRM, BI (Business Intelligence), SCP (Supply chain Planning).
- Handling test, development and production outages on all the environments for patching.
- Handled Production outage very carefully and start a con-call as required and then performed the Health check via scripting. Later use to assign the issue to dedicated team if they are really down to the dedicated team members.
- Responsible for approving changes to security, access processes and guidelines Troubleshooting issues with ERP, Fusion, CRM, BI environments.
- Have Thorough Knowledge of RMAN and backup Strategies. Strong working experience on Linux, UNIX & Sun Solaris.
- Have a fair knowledge of Business Intelligence and creating dashboards.
- Initiated emergency conference calls with various teams during outages.
- Assisting the team in knowledge transfer, problem diagnostics and resolution

Academics

- Masters in Computer Application (Honors) from IIM, Jaipur (Rajasthan University) - 2007
- Bachelors in Commerce from MLSU University - 2004
- Diploma in Web Applications (NIIT) - 2001

Awards

- Awarded “Quarter performer Q1” for Event and Incident Management team in Year 2009.

Trainings/Workshops

- Scrum Agile Methodologies by Oracle Corporation (Feb 2016)
- Cloud Technology Workshop by Oracle Corporation (Dec 2016)
- PMP Training by Oracle Corporation (Feb 2015)
- Fusion Applications Administration by Oracle Corporation (Nov 2015)
- Oracle BI 11g R1: Create Analyses and Dashboards (Sep 2013)
- Backup and Recovery by Oracle Corporation (May 2010)
- ITIL V3 Foundation by Oracle Corporation (Mar 2009)
- Oracle Database 10g: Admin Workshop II Rel. 2 by Oracle Corporation (Aug 2008)

PERSONAL DETAILS

Date of Birth	20 November 1983
Sex	Female
Nationality	Indian
Languages	English, Hindi