

Vishal Tiwari

Senior Application Support Analyst | Software Engineer

Langley, BC, V3A 0N8 | 7789982922 | tvishal318@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Dynamic IT professional with 4.5+ years of experience in Oracle technologies (PL/SQL, SQL, Oracle Forms, Reports, APEX, ORDS, RESTful, and Databases 12c/19c) and SSRS, specializing in database development, management, and optimization. Additionally, 3 years of expertise in ERP software configuration, technical support, and customer service across Finance, Inventory, Supply Chain, Production, and Retail domains. Skilled in resolving complex client data issues, root cause analysis, and documenting bug fixes to enhance system performance. Proficient in MS Office, SQL Server, T-SQL, and web technologies (HTML, JavaScript, CSS), ensuring efficient solutions within SLAs. Recognized for strong communication, problem-solving, and client management skills.

PROFESSIONAL EXPERIENCE

SENIOR APPLICATION SUPPORT ANALYST / SOFTWARE ENGINEER - Eastern Software System

Langley, BC, Canada Remote

July 2023 – May 2024

- Design, developed, Test and deployed custom web applications using Oracle APEX, HTML, CSS, JSON and Java Script, streamlining internal workflows.
- Troubleshoot and resolve issues related to software applications, ensuring minimal downtime and smooth functioning.
- Designed and optimized complex PL/SQL queries, stored procedures, triggers, and functions to support business applications.
- Evaluated project requirements and specifications and developed software applications that surpassed client expectations.
- Optimized database queries and stored procedures for improved performance of web applications.
- Create and update user manuals, FAQs, and training materials.

APPLICATION SUPPORT ANALYST - Eastern Software System

Accra, Greater Accra, Ghana

September 2021 – July 2023

- Engage with clients or internal stakeholders to gather feedback and ensure their requirements are met.
- Tracking service performance, analyzing data, and preparing KPIs and documentation to support continuous improvement.
- Integrated Oracle APEX applications with backend databases, ensuring seamless data flow.
- Provided Tier 2 and Tier 3 technical support for ERP and web applications and database-related issues.
- Maintain detailed documentation for application configurations, troubleshooting steps, and known issues.
- Perform root cause analysis (RCA) to prevent recurring issues.
- Stay updated with emerging tools and technologies to improve application support practices.

HELP DESK ANALYST - Eastern Software System

Noida, Uttar Pradesh, India

February 2020 – September 2021

- Identify, diagnose, and resolve basic technical issues with software, hardware, and network.
- Log, track, and manage service requests using help desk ticketing systems.
- Guide users through step-by-step solutions or provide self-service resources for common issues.

- Assist with configuration, installation, and updates of software, hardware, and network systems.
- Prepare reports on help desk activities, including response times, issue resolution rates, and recurring problems.

SALES ASSOCIATE - The Bricks

Langley, BC, Canada

October 2024 – January 2025

LINE COOK – Olive Garden

Langley, BC, Canada

July 2024 – October 2024

TECHNICAL SKILLS

- **Programming & Databases:** Oracle Database, SQL, T-SQL, PL/SQL, Python, HTML, CSS, Java Script.
- **Report & Visualizing:** Microsoft office, Oracle Reports, Oracle BI Publisher, Microsoft Power BI (DAX, Dashboard), SSRS.
- **Tools & Technologies:** Oracle Apex, Oracle Forms, Toad, ERP & Transportation System Exposure, JIRA, SAP ERP, SVN, SaaS Support, VMware, Microsoft Azure, Linux, Window.
- **IT Service and Operations:** ITIL practices, ITSM frameworks, Windows 10, Office 365, Microsoft Teams, Control-M (Basic), One Drive, Backup & recovery scripting.
- **Soft Skills:** Technical support, Ticket Management System, Root Cause Analysis (RCA), Client Communication, user training, Phone, Email.

KEY PROJECTS

- **MBG LTD (ERP Implementation):** Developed custom Oracle Forms and Reports, provided user training, and documented technical processes.
- **Ghana Airport Company Limited:** Built HR-Pay module in Oracle APEX and created custom reports.
- **Kane-em Industries Limited:** Led finance module implementation, ensuring seamless ERP.
- **Ghana Water Company Limited:** Developed a custom application in Oracle APEX and provided user training.
- **Furniture City Ghana Limited:** Delivered full ERP implementation, optimized reports, and trained employees.

EDUCATION

- **Master of computer applications - PSIT** Kanpur, U.P, India July 2020
- **Bachelor of computer applications - IGNOU** Kanpur, U.P, India February 2017

TRAINING & CERTIFICATIONS

- Problem Solving Basic [Link](#) | 2023
- Problem Solving Intermediate [Link](#) | 2021
- SQL Intermediate [Link](#) | 2021
- Oracle Application Express [Link](#) | 2021
- SQL Basic [Link](#) | 2020
- Python Basics [Link](#) | 2020