Vishal Tiwari

Senior Software Engineer | Oracle Apex Developer | Senior Application Support Analyst
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PROFESSIONAL SUMMARY

Dynamic IT professional with 4.5+ years of experience in Oracle technologies (PL/SQL, SQL, Oracle Forms, Reports, APEX, ORDS, 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

SALES ASSOCIATE - The Bricks

Langley, BC, Canada   Oct 2024 – Jan 2025

- Greet and assist customers in a friendly and professional manner.
- Address customer inquiries, provide product information, and offer recommendations based on customer needs.
- Promote and sell products, meeting or exceeding sales targets and objectives.
- Actively working to improve KPI's by implementing strategies to boost customer satisfaction, increase up selling and
- Cross-selling, and enhance overall sales effectiveness.

SENIOR SOFTWARE ENGINEER / ORACLE APEX DEVELOPER - 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.

SOFTWARE ENGINEER / SENIOR 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.

APPLICATION SUPPORT 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.
- Perform routine checks and maintenance to prevent future technical issues.

TECHNICAL SKILLS

- **Programming & Databases:** Oracle Database, SQL,T-SQL, PL/SQL, Python, HTML, CSS, Java Script, ODI
- **Report & Visualizing:** Microsoft office, Oracle Reports, Oracle BI Publisher, Microsoft Power BI (DAX, Dashboard)
- **Tools & Technologies:** Oracle Apex, Oracle Forms, Toad, ERP & Transportation System Exposure, JIRA, SAP, SVN, VMware, Microsoft Azure
- **IT Service and Operations:** ITIL practices, ITSM frameworks, incident coordination
- **Soft Skills:** Technical support, client relations, user training.

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