Vishal Tiwari

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

Dynamic IT professional with over 4.5 years of experience in Oracle technologies, including PLSQL, SQL, Oracle Forms, Oracle Reports, Oracle APEX, ORDS, and Oracle Databases (12c, 19c), as well as SSRS. Proven expertise in database development, management, and optimization. Complemented by 3 years of experience in configuring ERP Software with Technical and Customer Support in various Domains such as Finance, Inventory, Supply chain, Production, and Retail. Proficient in resolving complex client data issues, performing root cause analysis, and documenting bug fixes and feature enhancements to optimize application performance and client satisfaction. Strong command of MS Office, SQL Server, T-SQL, and web technologies (HTML, JavaScript, CSS) with a focus on delivering effective solutions within Service Level Agreements. Recognized for excellent communication, problem-solving, and client management skills.

PROFESSIONAL EXPERIENCE

SENIOR SOFTWARE ENGINEER / ORACLE APEX DEVELOPER - Eastern Software System

Langley, BC, Canada Remote   July 2023 – June 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.
- Review and provide feedback on code written by junior and mid-level engineers.
- Performed database backups, recovery, and security audits to safeguard critical business data.
- 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.
- Migrated legacy systems to Oracle 19c with zero downtime, ensuring seamless business continuity.
- Provide advanced-level support for business applications, ensuring they operate smoothly.
- 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.

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, Ebizframe, 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