

BIVASH CHAKRABORTY

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SUMMARY

An accomplished Packaged App Development Analyst with expertise in programming and functional technologies, holding relevant certifications. Demonstrated ability to lead in resolving complex problems and enhancing client satisfaction. Proficient in system coordination, data analysis for process improvement, and implementing tailored system changes to optimise functionality and user experience.

TECHNICAL SKILLS

ERP: SAP IBP, SAP SD S/4 HANA

Programming: C, C++, Java, Python, JavaScript

Web Development: ReactJS, HTML, CSS, jQuery, Express, MySQL, Node.js, MongoDB

System and Networking: GitHub, Linux.

PROFESSIONAL EXPERIENCE

Accenture, India

Dec 2023 – present

Packaged App Development Analyst

- Spearheaded resolution of 250+ service tickets, maintaining >98% SLA compliance and boosting client satisfaction scores.
- Operate and coordinate across multiple systems to ensure seamless service delivery.
- Analyse customer data and feedback to identify trends, improve processes, and enhance service quality.
- Collaborated with cross-functional teams to deliver tailored system solutions, reducing issue resolution time by 30%
- Implement system changes tailored to meet specific customer requirements, ensuring optimal functionality and user experience.
- Multitask effectively while maintaining accuracy and attention to detail in a dynamic environment.

EDUCATION

Narula Institute of Technology

Kolkata, India

Bachelor of Technology in Computer Science and Engineering

2019 – 2023

CGPA: 8.9

Army Goodwill Public School

Rajouri, J&K

Senior Secondary (Class XII), PCM, CBSE

2017 – 2018

Percentage: 73%

Kendriya Vidyalaya No. 2 AFS

Tezpur, Assam

Secondary (Class XI), CBSE

2015 – 2016

CGPA: 8.4

ACHIEVEMENTS

SAP S/4 HANA | C_TS462_2023 certified ([Certificate Link](#))

SAP IBP Certified.

Solved over 300 problems on LeetCode. ([LeetCode Profile Link](#))

Certified in Responsive Web Design ([Certificate Link](#))

Certified in Building Web Applications in Django ([Certificate Link](#))