### Robin Raj

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Mob : +91-9902074795

**CAREER SUMMARY**

* **4 years** of experience in **Supporting Business Operations/Implementation/Data Analysis in TATA CONSULTANCY SERVICES,BANGALORE-ITPL (from December, 2016 to till Date)**

**PROFESSIONAL SUMMARY**

* Adequate knowledge and understanding of **Backend Database (PL SQL , MONGODB ).**
* Good Knowledge on **Spring3.0 framework** (IOC, DAO, MVC modules).
* Good Knowledge in  **Toad, SVN, GIT**,**Oracle Apps,Eclipse**
* Good Knowledge on **MySQL, Mongo DB,** database.
* Good Knowledge on **HTML** **,** **CSS , React JS .**

**TECHNICAL EXPOSURE**

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| **Technical** |  |
| * PLSQL,Rally , UNIX Shell Scripting |  |
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| * HTML, CSS , JAVSCRIPT, REACT JS | * Java(MVC Framework) |
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| **Functional & Managerial** |  |
| * Team management | * Strategy planning |
| * Client interaction | * Ensuring on time delivery |
| * Product Training |  |

**ACADEMIC QUALIFICATION**

**Bachelor of Engineering** with **aggregate of 63 %** from **S.J.B Institute of Technology, Uttrahalli , Kengeri , Bengaluru - 560060**

**PROJECT PROFILE**

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| Project Name | **Cisco Commerce Tool (June 2017 – August 2019)** |
| Company | Tata Consultancy Services |
| Client | Cisco System, Inc. |
| Technologies | PL SQL ,Oracle 10G Apps , Control M Tool, Service Now |
| Description | Cisco is the worldwide leader in networking that transforms how people connect, communicate and collaborate .I worked as support executive for supporting the application in SAIB Track which is used to make contract for all orders of networking device or services .I supported in various streams of this tool such as providing Order information, discount, quoting, mode of payment, user registration, return item, details of cancellation of items via different methodologies, providing reports / details of all these parameters by extracting data from database . |
| Responsibilities | * Worked as Support Executive in SAIB Track (Service Agreement Install Base) for issues related with Contract and user Agreement. * Performed all support related activities like contacting with customer regarding issues . * Job Monitoring * Resolving all issues /conflicts and finding proper fix by debugging backend code and reporting all issues to developers . * Checking Backend Data for required information and extracting reports for cases generated by customers on Service Now Tool. |

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| Project Name | **Cisco Treasury IT ( August 2019 – April 2020)** |
| Company | Tata Consultancy Services |
| Client | Cisco System, Inc. |
| Technologies | PL SQL Developer, Spring (design pattern,MVC,IOC,DAO),Toad, Eclipse ,Github,SVN, Cisco APPDB (deployment tool) , Tectia Client (shell scripting) |
| Description | Cisco Treasury IT uses tools such as CCMC (Cisco Cash Management Central ) and Risk Connnect . Both these tools are used by internal cisco users as well as customers for performing cash transactions , viewing cash data etc. All these transactions are done globally by their customers and cisco users .Both these tools are form based applications . |
| Responsibilities | * Worked as PL SQL Developer in CCMC (Cisco Cash Management Central ) and Risk Connnect . * Wrote backend logic for new requirement and fixed bugs as part of enhancement of both applications . * Involved in all phases of SDLC (Software Development Life Cycle) from analysis, design, development, testing, implementation and maintenance with timely delivery against aggressive deadlines. * Involved in the continuous enhancements and fixing of production problems. * Participated in the development of new PL/SQL   procedures, functions, and triggers and also updating the old ones based on the  change requests.   * Used Rally for managing all user stories related to application. |

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| **Project Name** | **Cisco Order Processing Layer ( May 2020 – July 2020)** |
| **Company** | Tata Consultancy Services |
| **Client** | Cisco System, Inc. |
| **Technologies** | MONGODB, PL SQL , JAVA ( MVC) , KIBANA , Service Now |
| **Description** | Cisco uses OPL ( Order Processing Layer) for managing all subscriptions related to different orders .It is one of the critical track used by cisco for order management . This layer is responsible for associating subscriptions to generated order before generating invoice . |
| **Responsibilities** | * Used Kibana for viewing all data as part of elastic search . * Mongodb for viewing operational related backend data . * Worked with developers and assisted them in providing all details related to bugs or system issues . * Fetching all backend data and providing reports using mongodb . * Worked on all cases that are generated by users for different issues on Service Now Tool. |

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| **Project Name** | **Cisco Legal IT ( August 2020 – Present )** |
| **Company** | Tata Consultancy Services |
| **Client** | Cisco System, Inc. |
| **Technologies** | PL SQL , JAVA ( MVC) , CISCO APPDB(deployment activity), Eclipse, Tectia Client , Service Now Tool. |
| **Description** | Cisco Legal IT have various tools such as ECLM(Enterprise Contract Lifecycle Management ) , VAP ( Virtual Approval Process) , C2A( Click 2 Accept Agreement) .All these tools are used by authorized partners and internal cisco users globally for performing different operations such as managing contracts , creation of approval chains etc . |
| **Responsibilities** | * Interaction with client for all regular issues related to system. * Analysis of system and debugging all issues by checking SQL backend packages . * Finding proper bugs and fixing them as per deadline provided by business * CISCO APPDB for deployment activity . * Tectia Client for maintaining linux servers(elastic search servers) ie restarting servers etc. * Control M for JOB Monitoring. * All issues / cases related to tool are raised by different users via Service Now Tool. |

**CERTIFICATIONS**

**PL SQL for Intermediate .**

Tata Consultancy Services January 2017

**Digital: Mongo DB**

Tata Consultancy Services May-2020

**React Redux Certification Training**

Edureka June 2018

**INTERESTS**

* Learning new technologies
* Meeting new peoples
* Enthusiastic and pro active in all project activities .
* Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team.

**PERSONAL DETAILS**

Date of Birth : Feb 26, 1994

Marital Status : Single

Address : #109, VS Reddy Colony, Munneswara Layout, Kadugodi , Whitefield ,Bengaluru ,560067

Nationality : Indian

Language known : English, Hindi

Pan Card Details : CGWPR0850H

**DECLARATION**

I hereby declare that the above-mentioned information is true to the best of my knowledge.

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**Place: Bangalore [Robin Raj]**