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| Job Objective |

Am seeking for an Application support position where I can utilize my acquired skills and experience from IT Industry to grow and add value to the progress of the company. Am in search of a company who would be interested in my skills and hire me for Application support work.

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| Professional Summary |

* Nearly seven (7) years of **IT industry** experience as Software Developer in the field of **CRM** (customer relationship management) **Applications.**
* Have a valid Work Permit to work in UK.
* Strong attention to detail which is detailing all the requirements from the client in the form of technical specification document.
* Highly organized, excellent written and verbal communication skills.
* Proficiency in a range of applications including MS word, excel, power point, Outlook, share point and Data Entry.
* Good interpersonal skills, committed, hard working with a quest and zeal to learn new technologies and processes.
* Problem solving and time management skills.
* Worked with team members dedicatedly and taken leadership roles to meet tight deadlines without compromising quality.
* Responding to client enquiries through email, Plan and schedule project review meetings, project status meetings with client.
* Understanding Software Requirements, requirement specification and preparing Technical specification document. Good in documenting a variety of documents in a project lifecycle.
* Ensures smooth running of project through team work.

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| Professional Experience |

* Worked as a Software Developer for **Cognizant Technology Solutions**, India from Feb 2011 to Jan 2018.

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| Educational Credits |

* Bachelor of Technology from Gandhi Institute for Technological Advancement, Bhubaneswar, India with 78% during 2010.

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| Technical Expertise |

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| **Hardware / Platforms** | Windows 98/XP/2000. |
| **CRM** | Siebel 8.10-ePharma, Siebel Call Center, Siebel Tools |
| **Programming Languages** | Java, C and C++ |
| **Databases**  **Other Utilities** | Oracle 10g,SQL developer  MS Office, Excel, HP Quality Center, BMC Remedy |

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| #Project Experience 1: SELAS |

**Organization: Cognizant Technology Solutions**

**Project #1**

Title SELAS Open UI Implementation

Client Novo Nordisk

Tools/Operating System Windows XP, Siebel Tools and Client 8.1.1.11, SQL Developer.

Role Siebel Configurator

Team Size 15-20;

Start Period September 2016

End Period January 2018

**Project Objective:**

Upgrading of the existing Siebel SELAS Application from 8.1.1.11 to IP 2015 enabling Open UI. Perform end to end testing of the application. Fixing all the post upgrade issues and delivering a stable SELAS application to the end users.

**Client Description:**

Novo Nordisk is a global healthcare company with 90 years of innovation and leadership in diabetes care. The company also has leading positions within hemophilia care, growth hormone therapy and hormone replacement therapy.

Headquartered in Denmark, Novo Nordisk employs approximately 35,000 employees in 75 countries, and markets its products in more than 180 countries.

##### Role and Responsibilities:

Worked as **Offshore team member** with following responsibilities:

* Conflict resolution during the Upgrade of Siebel application from 8.1.1.11 – IP 2015
* Team management of the team in development life cycle to perform end-to end testing of the

SELAS application to identify and fix the issues.

* Helping team in bug fixing and defect closure.
* Preparation of project management documents like project plan, Weekly status report and sharing the same with client.
* Actively participating in all the Weekly status calls with the Client and to keep them updated with all the known issues and bugs of Open UI.
* Discussing all the issues with Client and bringing them to closure to have a stable application.
* Helping the Business Analyst to provide an Open UI Demo to the end users. Also helping during the UAT phase and preparing the training document.

**Project #2**

Title Siebel Call Center Open UI

Client Novo Nordisk

Tools/Operating System Windows XP, Siebel Tools and Client 8.1.1.11, SQL Developer.

Role Siebel Configurator

Team Size 8

Start Period September 2014

End Period August 2016

**Project Objective:**

Upgrading of the existing Siebel Call Center Application from 8.1.1.11 to IP 2015 enabling Open UI. Perform end to end testing of the application. Fixing all the post upgrade issues and delivering a stable Call Center application to the end users.

##### Role and Responsibilities:

Worked as **Offshore developer** with following responsibilities:

* Actively involved and played a key role in the upgrade initiative.
* Played major part in identifying the post upgrade issues/Impacted areas, wrote custom PM/PR .JS files and implemented the fix for post upgrade issues.
* Was actively involved in preparation of different project documents like technical design document, Impact analysis, unit test logs, release notes, deployment guide for all the release throughout the year.
* Built a module using Siebel iHelp.

**Project #3**

Title Siebel Call Center

Client Novo Nordisk

Tools/Operating System Windows XP, Siebel Tools and Client 8.1.1.10, SQL Developer.

Role Siebel Configurator

Team Size 8

Start Period March 2011

End Period August 2014

**Project Objective:**

The purpose of the project was support of the Siebel Call Center Application 8.1.1.10 .This includes a release twice in a year and handle the requests of the users day to day by providing Customer support which involves resolving Remedy tickets as soon as possible.

##### Role and Responsibilities:

Worked as **Offshore developer** with following responsibilities:

* Siebel Configuration and scripting.
* Mobile user creation and local database extraction of the mobile users.
* Proactively send the extract of all the pending and in progress remedy tickets (including critical/non critical) to client so that remedy tickets not cross the SLA. Also built a guide document and shared with team on Remedy ticket assignment. This has helped the team to adhere with no slippage.
* Delivered few business critical time bound activities independently which includes User Database extract, Application Turn off/on after patch releases and monitor performances.
* Communicated effectively with testing team members as and when required and helped them understand the logic/business functionality and to execute the admin tasks required for test execution.