



HIMANSHU SINGH

Achievement-driven and motivated professional targeting assignments with an organization of repute preferably in **IT industry** across **Delhi- NCR/Bengaluru/ Mumbai**

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Profile Summary

- **Oracle Certified Professional (Java SE 6 Programmer)** with over 4 years' of IT experience in developing and supporting:
 - Oracle Database
 - Oracle Joins (Inner, Outer and self)
 - PLSQL scripts (Automation)
 - Linux platform servers, Shell scripts (Automation)
 - TUXEDO services (Pro-C) hosted on Linux/UNIX platforms
 - UNIX and Windows Platforms
- Completed training and **Certified on Cloud Solutions- AWS (Amazon Web Services)** from Collabra TACT.
- Competent in using Oracle PL/SQL Packages, UNIX, SDLC, procedures, functions, triggers etc; also holds knowledge of **client tools like SQL Developer and SQL PLUS**.
- Hands-on experience in writing advance **Oracle SQL queries** including with clause query analytic functions (**LEAD, LAG, ROW_NUMER, RANK, DENSE_RANK, FIRST_VALUE, LAST_VALUE, FIRST and LAST**)
- Known for excellent **client servicing, team building, decision-making & negotiation skills**; thriving in dynamic, high-pressure environments and meeting the projects deadline
- Involved with Supply chain management (SCM) process and SAP-WMS warehouse activities to facilitate IT



Knowledge Purview

- **Architecting infrastructure solutions** using both **Linux/Unix and Windows** with specific recommendations on **server, load balancing, HA/DR, & storage Architectures**
- Deploying **Cloud/Virtualization solutions**
- **Enterprise application and database architecture**
- Cloud Computing, Virtualization
- Security Measures AWS provides
- Amazon Machine Images (AMI) & Amazon Virtual Private Cloud (VPC)
- AWS Load Balancing Service
- Amazon Identity and Access Management (IAM)



Core Competencies

Oracle's Application-Implementation-Method (AIM)	Requirement Gathering	Technical Support	Integration Testing & Deployment	Client Relationship Management	Escalation Management
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Work Experience

Since Feb'16 with **STMicroelectronics Pvt. Ltd.**
Application Support Specialist

Title: Central Logistics System,
SCM and Warehouse Management (SAP-WMS)
Role: Business & Production App Specialist
Operating System: Linux, Windows
Languages/Products: Java, Pro-C, Tuxedo Services, webMethods(EAI)



IT Skills

- Languages/Products C, Core-Java, SAP-WM/ECC, webMethods(EAI)
- RDMS Oracle, SQL server
- Operating Environment Linux, UNIX, Windows
- Office 2003/2007/2010 (Excel, Word, PowerPoint) & Internet Applications

Key Result Areas:

- Involved with Logistics IT operations (SCM) and working closely with business users to cater issues faced during warehouse operations (SAP-WMS) to enhance and facilitate smooth business functioning.
- Providing 2nd level technical support & resolving escalated **client's issues** within prescribed SLAs
- Collecting & analyzing **bug reports** to develop the action-plan
- Monitoring the **JOBS** on Production servers to identify the addresses **security, reliability, availability, and scalability requirements**; escalating the matters who needs prior attention
- Executing storing, triggering & functioning the procedures of **Oracle** through **PL/SQL**
- Writing advance **SQL queries**, and **PL/SQL programs** to develop new scenario
- Preparing **process documents, UAT, design documents** related to **projects**
- Running queries, generating report & sharing it with the entire team

Highlights:

- Attended several internal trainings on **SAP, Shell Scripting**; appeared in the exam & got certified
- Appreciated by **clients/end-users** for providing **quality support & excellent resolution**
- Created **KCS documents** to develop a knowledge base for the organization's collective experience till date
- Undertook **strategy planning and implementation** which had an impact on **technology direction** for the division and business segment; managed **workload and multiple priorities** in a fast-paced environment
- Monitored flow of execution in **production Oracle-DB** to ensure integrity of the database.

Oct'13 to Feb'16 with Fiserv India Pvt. Ltd. Application Support Specialist

Project Details:

Title: FCS Accurate Support

Role: Production/Application Support

Operating System: Linux, Windows, AIX

Middleware: Jboss, WAS

Role: Provided support to **300+ clients** on Accurate

Languages: Scripting language, C++, Java

Highlights:

- Managed **shifts single-handedly** & ensured **smooth operations, high efficiency and productivity**
- Worked as "**Product Support Specialist**" & resolved **escalated cases** in real-time & ensured **higher customer-satisfaction level**
- Appreciated by **clients/end-users** for providing **quality support & excellent resolution**
- Provided extensive support to clients of the **Financial Control Solution Reconciliation Product 'Accurate'**; which catered the needs of **banking domain** of reconciling transactions in **accounts, case management and account certification**



Training

Title: Cloud Solutions- AWS (Amazon Web Services)

Institute: Collabera

Duration: 2 Months



Personal Details

Date of Birth: 25th July 1991

Languages Known: Hindi/English

Address: B-1, Sector-26, Noida-201301



Academic Details

B.Tech. in Electronics and Communication (ECE) from A.K.G.E.C, Ghaziabad, GBTU, Lucknow; scored **66.58%** in **2013**

12th from ST.John's School, ISC Board, New Delhi; secured **85.55%** in **2009**

10th from ST.John's School, ICSE Board, New Delhi; secured **82.50%** in **2007**