

# ITHARAJU SHIVA

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## OBJECTIVE

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Manhattan OMS Resource with 2+ years of experience in production support, system configuration, and end-to-end supply chain operations. Proven expertise in troubleshooting and maintaining Manhattan OMS modules (DOM, EOM, SCI) while ensuring minimal downtime for direct-to-consumer order workflows. Skilled in SQL, Core Java, and REST API integrations, with a strong focus on incident resolution, root cause analysis, and Agile process improvement.

## EDUCATION

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**Bachelor of Technology in Electronics and Communication Engineering** **2018 - 2021**

Gokaraju Rangaraju Institute of Engineering and Technology, Hyderabad.

**Diploma in Electronics and Communication Engineering** **2015 - 2018**

GMR Polytechnic, Gajwel.

## SKILLS

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<b>Platforms and Tools</b>	Manhattan OMS (DOM, EOM, SIF, SCI), IBM Cognos, ServiceNow, Splunk, Postman
<b>Languages</b>	SQL, Core Java, JSON/XML
<b>Databases</b>	Oracle, MySQL
<b>Processes</b>	Incident Management, Root Cause Analysis (RCA), Agile/Scrum, ITIL Framework
<b>Integrations</b>	REST APIs, ERP/WMS

## WORK EXPERIENCE

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**Production Support Engineer** **Jan 2022 - Feb 2024**

Infosys Limited

*Hyderabad, India*

- Provided 24/7 production support for Manhattan OMS, resolving 700+ incidents related to order routing, inventory discrepancies, and payment processing within SLA.
- Reduced system downtime by 10% by analyzing logs (Splunk), optimizing SQL queries, and deploying patches for DOM and EOM modules.
- Built real-time reports and dashboards in IBM Cognos for supply chain visibility, enabling a 15% improvement in decision-making speed for stakeholders.
- Managed store-related activities, including enabling/disabling stores based on business requirements.
- Documented Standard Operating Procedures (SOPs) for recurring issues, reducing ticket resolution time by 15%.
- Delivered on-call support during peak seasons (e.g., Black Friday), resolving critical incidents within SLA time-lines to ensure uninterrupted retail operations.

## PROJECTS

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**Client: KnitWell Group (Infosys Limited)**

KnitWell Group is a leading women's apparel retailer, owning brands like Lane Bryant, Maurices, Ann Taylor, and LOFT. Knitwell Group is one of the largest specialty apparel companies in the United States (US).

## CERTIFICATIONS

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- **Database Management System** - Great Learning
- **JavaProgramming** - Great Learning
- **ServiceNow** - LinkedIn Learning