**VEENA NITHOO**

466 Tailor Way \* Lansdale, Pennsylvania 19446 \* (215) 412-0817

**CAREER OBJECTIVE**

To obtain a challenging position in the field of information technology.

***EDUCATION:***

**South Bank University, London, UK** - B.Sc. Computing Studies (July 1995)

**Institute of Data Processing & Management -** Certificate of Management (July 1991)

**Dr Maurice Curé State Secondary School, Mauritius -** Secondary Education up to “A” Level (University of Cambridge, UK)

**WORK EXPERIENCE:**

Oct 2000 – Present   **MERCK & CO, Inc., Merck Manufacturing Division IT, RCS**

***Application Services Analyst***

***Jun 2005 – Present (WATS) – Worldwide Atypical Tracking Systems***

* Team Leader for all WATS deployments, enhancements and support.
* Responsible for global deployment of WATS to several sites in North America and international sites in Europe and Asia Pacific on both desktop and terminal servers.
* Worked with the Terminal server group (Citrix Servers) to roll-out latest release to several sites. (Several issues were encountered due to MAPI and could not export from Crystal report to Excel)
* Developed design specifications, requirement specifications, test scripts (integration and acceptance), installation qualification and operational qualifications (IQ/OQs) and change controls.
* Developed Performance Monitoring reports for all 13 sites across the world annually.
* Reviewed and approved executed test scripts, IQ/OQs and change controls together with business area and quality representative.
* Updated traceability matrix to verify and confirm all requirements are fully tested.
* Managed change control and make sure that they are closed in a timely manner.
* Worked closely with the business area for each sites to make sure that their requests are managed and delivered to them promptly.
* Actively participated in remediating WATS documentation for accuracy and completeness.
* Wrote technical bulletins to communicate any new bugs and the workarounds to system administrators.
* Managed workload of the team members.
* Assisted in Help Desk cases resolutions.
* Worked in a GMP environment.
* Team Leader in Disaster Recovery Drill exercise for WATS twice.
* Experienced in a regulated environment working with 21 CFR Part 11 and computer systems validation.
* Developed PL/SQL scripts for support activities. Actively used SQL Navigator & SQL\*PLUS.
* Involved in testing Oracle 10g with WATS.
* Worked on creating Knowledge Transfer document for new team members.

***Oct 2000 – Jun 2005 (LIMS) – Laboratory Information Management Systems***

* Team leader for the Stability LIMS deployments of SQL\*LIMS v4 to WestPoint, Wilson/Elkton, Cramlington & Australia.
* In charge of making sure all the tables and customized code were successfully migrated from Oracle 7 to oracle 9i.
* Supporting Cramlington & Wilson/Elkton as the primary point of contact for Stability LIMS.
* Has a good working relationship with Applied Biosystems support group. Assist in bug fixes for the LIMS systems in a timely manner in order to provide better support to our business area.
* Develop Unit testing plan, Integration testing plan and acceptance testing plans.
* Perform several upgrades by executing IQ/OQs to install the latest software.
* Perform migration of LIMS data from Oracle 7 to Oracle 9.
* Work in a GMP environment.
* Experience in a regulated environment working with 21 CFR Part 11 and computer systems validation.
* Update design documents to reflect any changes in the LIMS system.
* Used PL/SQL, Oracle, Java and Unix

Sept 1999 – June 2000  **INFOMC Inc.**

***Analyst Programmer***

* Developing and testing software programs using Visual Foxpro 6.0 for Behavioral Health Care Projects and SQL server on the backend.
* Worked closely with the implementation specialist team in writing function specifications.
* Write programs to export and import Electronic Claim Processing (Health Insurance Claims) using Visual Foxpro 6.0
* Trained in HTML 4.0 and Javascript.
* Worked with Windows NT, Client/Server and SQL(Query Analyser)
* Used Visual Sourcesafe and PVCS tracker

Jan 1998 – Aug 1999  **DATAKINETICS Inc.**

***Analyst Programmer***

* Writing and testing software programs using Visual Foxpro 3.0 , MSAccess 97 and Paradox for Windows 4.5.
* Data conversion and extraction:- transferring data from the ADS onto a PC based program using TTWin32 (TurboSoft Windows Based Terminal Emulation Package)
* Writing reports using Seagate Crystal 6.0 & Goldmine 4.0
* Extensive system analysis and design as well as writing function specifications.

Mar 1996 – May 1997  **HAREL MALLAC, MCS DEVELOPMENT LTD., Mauritius**

***Analyst Programmer***

* Involved in training and providing support to users with newly implemented systems (Payroll & Inventory)
* Writing and testing software programs using FOXPRO 2.6 for Windows.
* Worked closely with a programmer team in writing function specifications.

Sept 1993 – Sept 1994  **GT MANAGEMENT LTD., London, United Kingdom**

***Analyst Programmer***

* Implementing software programs using SQL\*PLUS on the Vax system.
* Creating reports using SQLFORMS v3.0
* Designing and documenting software projects such as data dictionary, testing and quantitative analysis.

**ACADEMIC EXPERIENCE:**

* Knowledgeable in data modeling and data normalization.
* Extensive knowledge of UNIX, MS DOS v6.2 and the Vax VMS operating systems.
* Programming in SQL\*PLUS, ANSI C, C++, VB, COBOL, ADA and Paradox for Windows v4.5
* Intensive training in computer graphics using X Windows (NeXt stations).
* Presentations done: Structured systems analysis and Design methodology (SSADM).

**OTHER:**

Bilingual: Speak and write fluent English and French.

Sports discipline: Swimming, volleyball, badminton, netball, table-tennis and aerobics.

**REFERENCE:**

Available upon request.