

MAYANK TYAGI

E-mail: mayankyagi.erp@gmail.com

Phone: (+91)-9718061998

CAREER OBJECTIVE: To develop my career where I will be a valuable team member, contributing quality ideas and work for an organization where there is an ample scope for individual as well as organization growth in Software Design and Development.

PROFESSIONAL SUMMARY

- ❖ A proficient Oracle Functional Consultant having total 3.3 years of experience this includes 3 years of work experience in implementation and support on Oracle EBS R12.
- ❖ Actively worked and supported in Implementation cycle.
- ❖ Supported extensively for Application issues related to Accounts Receivables and General Ledger.
- ❖ Also familiar with basics of Account Payables (AP).
- ❖ Proficient in Oracle SQL/PLSQL.
- ❖ Good knowledge of Order to Cash Cycle.
- ❖ Undertaking all necessary steps to satisfactorily closure of the tickets raised by client.
- ❖ Preparing SOP's for recurring issues and their solution to optimize the ticket count.
- ❖ Supporting AR Month end closing and issues.
- ❖ Coordinating with development team for custom processes and reports issues.
- ❖ Having knowledge on tools like Toad & Data Loader.
- ❖ Good understanding and working experience of BR100 document.
- ❖ Ability to work in collaboration with Oracle DBA and System Administrators on application issues related to the Oracle E-Business Suite Finance modules.
- ❖ Adapt at working independently with minimal supervision, as well as contributing and collaborating as productive team member with excellent interpersonal and communication skills.
- ❖ Achieved pat on back, bravo, special and various kudos awards from working managers.

IT SKILLS

- ❖ Application Technology: **Oracle EBS R12 Suite, BMC Remedy.**
- ❖ Language : **PLSQL, SQL**
- ❖ Tools Used: **Putty, Toad, Eclipse, UC4 Appworx, Data Loader.**
- ❖ Database : **Oracle 10g/11g**

PROJECTS EXPERIENCE SUMMARY

Title	AT&T T2 Support Project (Noida).
Client	AT&T (U.S.A)
Organization	Tech Mahindra
Designation	Oracle EBS R12 Functional Consultant (Offshore Support)
Duration	Jan 16 - Present
Modules Used	Accounts Receivables (AR),General Ledger (GL), Account Payables (AP)
Description	At AT&T we will deliver advanced mobile services, next-generation TV, high-speed internet and smart solutions for people and businesses. AT&T having global business in Media and Telecommunications industry. In the United States, AT&T offer TV and wireless nationwide, plus a large high-speed internet

	<p>footprint. We offer a wide choice of internet speeds to meet customer's needs with our 100% fibers network. I am a part of the AT&T team which Support the Oracle EBS application across all the states in USA. When the user gets an issue in the Oracle application then they will raise a ticket in BMC Remedy, we need to provide their solution for their issues.</p>
Responsibilities	<ul style="list-style-type: none"> ❖ Assisting business users with problems and provide resolution to application issues independently. ❖ Preparing Daily Tracker of the Issues addressed in our Project and publishing them to Management. ❖ Root Cause Analysis for the user issues and user tickets ❖ Working on critical issues to find out the root cause and sharing the appropriate action plan. ❖ Clearing all interface related errors. ❖ Handling Month End Activities of AR. ❖ Developed PL/SQL Cursor for clearing the AR interface error transactions. ❖ Ability to work in collaboration with Oracle DBA and System Administrators on Application issues related to the Oracle E-Business Suite Finance modules. ❖ Build up queries for resolving the issues by using SQL in Toad. ❖ Preparing SOP's for Recurring issues and their solution to optimize the ticket count.

EDUCATIONAL QUALIFICATION

Degree/Certificate	Institute/School, City	Percentage
B. Tech	J.S.S.A.T.E Noida (UPTU)	70.60
Intermediate: C.B.S.E.	D.A.V.P.S Brij Vihar Ghaziabd(U.P)	84.20
High school: C.B.S.E.	D.A.V.P.S Brij Vihar Ghaziabd(U.P)	83.20

PERSONAL DETAILS

Father's Name : Mr. S K Tyagi
 Date of Birth : 02 April 1993
 Linguistic Proficiency : English, Hindi
 Hobbies & interests : Listening music, Travelling and Interacting.
 Nationality : Indian

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

Place : Noida

(Mayank Tyagi)