

# SINCY ALEXANDER

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Mob : 00971529657454



## Personal Data

Date of Birth : **30-Jan-1985**

Gender : Female

Nationality : Indian

Marital Status : Married

Visa Status : Residence

## Languages known

**English, Hindi, Malayalam, Tamil.**

## Passport Details

Passport No : H5034328

Place of Issue : Thane

Issue Date : 17-06-2009

Date of Expiry : 16-06-2019

## Interest

Reading, listening to music, dance and Traveling.

## Address

Flat No.503,  
ADCB Building,  
Opp Al Wada mall,  
Abu Dhabi

Reference as per Request

## Job Objective

Seeking a challenging job in a reputed organization wherein my skills, knowledge and experience can be utilized for the benefits of the company and also for my personal development and career growth, thereby, is an indispensable part of its developmental process.

## Academic Qualifications

- ✍ Completed PGDBA (specialization in Customer Relationship Management) from SCDL (Symbiosis Centre for Distance Learning), Pune, India with 66%.
- ✍ Bachelor of Engineering (Computer Sc) **First Class** with **66.5%** in final year and 56.1% aggregate from K.C. College of Engineering (*Affiliated to Mumbai University*) (*June 2007-passout*)
- ✍ **XII- HSC** (Science) with 72.50% (**PCM 84%**) From Vivek Vidyalaya, Goregoan (*Affiliated To Mumbai University*)
- ✍ **X-SSC** With **78.13%** From S.I.E.S HIGH SCHOOL, Matunga (*Affiliated To Mumbai University*)

## Technical Skills

- ✍ CRM (In-house application)
- ✍ General Insurance domain
- ✍ BPM tool (Omni flow), DMS tool (OmniDocs)
- ✍ **Programming Languages:** C, C++, Microsoft Visual Basic, Core Java
- ✍ **Databases Technologies:** MS SQL, Oracle
- ✍ **Platforms:** Microsoft Windows® 2000, Microsoft Windows XP

## Professional Synopsis

- ✍ **Total work Experience of 7.5 years**
- ✍ Worked as a Technology Manager (Role-IT Business Analyst & Project Manager) with ICICI Lombard since Feb 2010
- ✍ Worked as a senior Programmer in Newgen Software Technologies for 2 years 7 Months in “On-site” & “Off-site” Code Customizations/Enhancements, Application Support, Troubleshooting, Customer-need mapping and Requirement Study in the DMS & Workflow Applications.

## **Work Experience**

### **1. ICICI Lombard GIC Ltd, Mumbai, India.**

Feb 2010 to Jan 2015

#### **a) Customer Service Applications**

##### **Role & Responsibilities for these Projects:**

- **Role:** Business Analyst (CRM Project) & Project Manager (Customer Communication Project)
- **Responsibilities (CRM Project):** Discussions with business users, requirement elicitation, requirement gathering, preparing specification document and detailed test cases, co-ordination with vendor on-site team for requirement understanding, co-ordination with testing team before UAT release, co-ordination with business teams for UAT.
- **Responsibilities (Customer Communication Project):** Project Management, discussions with business users, requirement elicitation, requirement gathering, preparing specification document and detailed test cases, co-ordination with vendor on-site team for requirement understanding, co-ordination with testing team before UAT release, co-ordination with business teams for UAT, managing releases for UAT and Production deployments, managing project budgets and payments, team management.

#### **b) Implementation of BPM(Business Process Management) for processes(automation of business processes) using Omni flow (BPM tool)**

##### **Role & Responsibilities for these Projects:**

- **Role:** Business Analyst/Application Owner
- **Responsibilities:** Project Management, Requirement analysis, cost-benefit analysis and managing the implementation of BPM for the business processes which track the inwards for corporate and health policies.

#### **c) Project : Secure Code Review of applications**

##### **Role & Responsibilities for these Projects:**

- **Role:** Security consultant and coordinator
- **Responsibilities:** Understanding the applications/systems, Preparing the Specification document , Implementation of code review by a Partner, coordinating in fixing the gaps reported in the report, Conducting a confirmatory test on the application to ensure closure of all gaps, Partner certifying the application as secure in terms of its security

#### **d) Project : Role Right Review of applications**

##### **Role & Responsibilities for these Projects:**

- **Role:** Security consultant and coordinator
- **Responsibilities:** Understanding the system's user privilege levels in terms of roles and rights, Preparing the understanding document, Analysis

of each roles and its criticality to the application, Identifying the roles as critical, non-critical, unused, etc., Double authentication implementation of critical roles and scrapping the unused or non-critical roles as per business decisions.

## 2. Newgen Software Technologies, Mumbai, India.

Jul 2007 to Feb

2010

a) **Project: NIA (New India Assurance)**

➤ **Workflow & DMS IMPLEMENTATION:**

**Environment:** Java/J2EE **OS:** Linux **Application & Database Server:** Oracle 10g **Tools:** OmniDocs (Document Management tool), Omni Capture (scanning tool), Omni Flow (BPM tool), Toad, Editplus, SQL Developer **Duration:** 1 year

b) **Project: WNS / Care Management International, USA for CMI-RXSwitch**

➤ **Workflow & DMS IMPLEMENTATION:**

**Environment:** Core Java, SQL Server 2000, and Business Process Management (BPM), JavaScript **Tools:** Apache Tomcat 5.5, Omni Flow Workflow 5.0 (BPM tool) **Duration:** 5 Months

c) **Project : Trent Limited**

➤ **DMS Implementation:**

**Environment:** VB 6.0, SQL Server 2000 **Tools:** OmniDocs as the DMS, Omni Capture as the scanning tool **Duration:** 4 Months

d) **Project: NCDEX (National Commodity & Derivatives Exchange Limited).**

➤ **Workflow & DMS Implementation:** PO Process Automation

**Environment:** Core Java, SQL Server 2000, Business Process Management (BPM), **Tools:** Apache Tomcat 5.5, Omni Flow Workflow 5.0 Omni Docs (Document Management tool) **Duration:** 3 Months

e) **Other Projects(offsite) : L&T Komatsu, Bangalore Workflow/DMS Implementation & Vodafone Bulk Upload Utility Development :**

**Environment:** Visual Basic 6.0, SQL Server 2000 **Tools:** OmniDocs (Document Management tool), Omni Capture (scanning tool) and Omni Flow (BPM tool)

**Environment:** Visual Basic 6.0, SQL Server 2000 **Duration:** 4 Months

### **Role & Responsibilities for these Projects:**

- **Role:** Senior Programmer

- **Responsibilities:**

- ✓ Designing the Software Application /Work flow
- ✓ Understanding the requirement of the client
- ✓ Requirement discussions with client
- ✓ User Authentication & Interface Development for DMS/Workflow
- ✓ Installing and configuring the Document Management System (OmniDocs and Omni Capture) and BPM Implementation (Omni flow) after a thorough system study.
- ✓ Customizations in the source code (Visual Basic 6.0, Java Scripts and JSP) to meet the customer's requirement.
- ✓ User training to the users (both end-users and administrators) software.

### **STRENGTHS**

- Quick Learning Capabilities-Have displayed learning of technologies and products.
- Excellent communication skills.
- Proactive in taking initiatives.
- Conducted presentations for Middle level and lower level management.
- Conducted application trainings to users.
- Adaptability to changing work and life environments.
- Self-Confident/Enthusiastic/Eagerness to Learn

### **DECLARATION**

I hereby declare that the information stated above is true and correct.

**SINCY ALEXANDER**