

Priyanka Dhende

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Career Overview

- Highly motivated and client-focused with over 5 years of Technology Consulting experience in designing, implementing and supporting CRM applications
- Comprehensive knowledge of the Software Development Life Cycle (SDLC) phases namely, Requirement gathering, Design & Analysis, Build, Testing and Deployment
- Strong experience in developing business test cases, conducting UAT and user training
- Excellent problem-solving approach and decision-making process coupled with effective communication and interpersonal skills

Skills Highlights

- **Management tools:** MS Word, Excel, PowerPoint
- **Databases:** SQL server 2000/2005, Oracle
- **CRM Skill Set:** Siebel Configuration, e-Script, Siebel Tools, Workflows
- **Web Technologies:** JavaScript, HTML, CSS
- **Reporting tools:** BI Publisher
- **Defect Tracking Tools:** HP Quality center

Work Experience

Consultant, Deloitte Consulting Ltd, Mumbai, India

Oct 2013 – Jul 2015

- Played a key role in implementing a complex requirement of document generation by leveraging the features of the BI Publisher tool. This solution received appreciation from Oracle Corp. and was proposed to be incorporated as an out of the box solution in their future releases
- Analyzed the functional documents to map the requirements for technical implementation
- Developed and refined the technical design documents
- Developed Proof of Concepts (POC) for specific requirements
- Executed Unit testing, System testing and Performance testing
- Successfully conducted user training sessions

Senior Software Engineer, Tech Mahindra Ltd, Pune, India

Mar 2010 – Sept 2013

- Worked on an agile project of customizing the Oracle Siebel web application and efficiently carried out requirement analysis, design, coding, unit testing, documentation, maintenance and application support
- Improved the performance of generation of large and complex reports by implementing effective technical solutions
- Collaborated with Oracle experts to research and explore the functionalities of BI Publisher for the efficient upgrade from Siebel 7.8 to Siebel 8.0
- Customized the User Interface of the application by developing layers such as applets, views and screens using Siebel Tools and enhanced Siebel SWTs using HTML, CSS, JavaScript
- Efficiently provided second line and third line support such as handling faults, production issues and providing non-SRF fixes
- Participated in socialization calls for capturing and discussing new requirements
- Actively conducted knowledge transfer sessions for new team members

Accomplishments

- Received 'Pat on the Back' award for my work at Tech Mahindra Ltd
- Won badminton championship at inter-college and inter project competitions

Trainings

- Currently pursuing Full Stack Web Developer coding bootcamp at Georgia Institute of Technology
- Siebel 8.0 ccc Oracle training
- Big Machines training
- Web Content and Branding training
- Working in Agile Mode

Education

- **Master of Computer Applications** **June 2006 – April 2009**
Dr D.Y. Patil Institute of Management & Research, India
- **Bachelor of Science, Electronics** **June 2003 – April 2006**
Nowrosjee Wadia College, India