

# Priyanka Dhende

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## Career Overview

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- 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

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- **CRM Skill Set:** Siebel Configuration, e-Script, Siebel Tools, Workflows
- **Front-end Technologies:** JavaScript, HTML, CSS, Bootstrap
- **Backend Technologies:** Node JS
- **Reporting tools:** BI Publisher
- **Defect Tracking Tools:** HP Quality center

## Work Experience

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### 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

## Projects

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### Gourmet Guru

- Gourmet guru helps any food lover keep track of all their favorite restaurants, their favorite dishes at those restaurants and gives a rough estimate of the calories of the dish.

## Weather Dashboard

- The weather dashboard is a versatile web application which provides weather information of the selected city. The application is equipped with the capability to display the current weather details, the weather forecast for the following 5 days and search history of the cities input by the user.

## Accomplishments

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

## Trainings

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

## Education

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| • <b>Master of Computer Applications</b><br>Dr D.Y. Patil Institute of Management & Research, India | <b>June 2006 – April 2009</b> |
| • <b>Bachelor of Science, Electronics</b><br>Nowrosjee Wadia College, India                         | <b>June 2003 – April 2006</b> |