Product Support Specialist

Poorvi Gupta

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Professional Synopsis

- 3 Year of work experience as L2 Product Support Specialist in IVY mobility Solutions, CMS INFO System Ltd. Performed application software acceptance tests that reflect the business needs of customers. My objective is to give the best out of me for a successful career and be an active player in attaining the objective of the organization.
- Good Knowledge in Oracle 10g, MS SQL Server, C, Core Java.
- Hands on experience in SQL Server database.
- Good exposure in FMCG Product.
- Superior time management and problem solving skills.

Organizational Experience

Currently working with **IVY Mobility Solution LTD**, Chennai, since NOV'2017.

Worked in **CMS INFO System Ltd** as Associate MIS from Dec 2015 to April 2017.

Academic Qualifications

- Bachelor of Engineering in Computer Science, from RGPV Bhopal, Studied at SGBM Institute of Technology Science, Jabalpur with 7.27% aggregate.

Technical Proficiency

- Oracle 10g,11g Database.
- SQL Server 2008, 2016
- Windows NT, Windows 2K, UNIX
- Ticketing Tools- JIRA , ITS, DBRO Tool
- ITIL Foundation Certificate.

Domain Knowledge

Retailer Execution & Distributor Management in FMCG Industries.

Responsibility Summary

- Performed application software acceptance tests that reflect the business needs of customers.
- Interacted with the clients during each change request and version updating. (P&G-IVY Distributor – SFA Module).
- Expert in handling high escalated issues and maintaining the call logs and sending it to the clients on weekly basis. Ready to face pressure from clients request and support them until they are satisfied with the product or support.
- Maintaining the SLA based on the priority and the severity of the issues.
- Tackled with the clients in explaining the change release with the reference to the client and business requirements.
- Currently supporting for 10 countries all over the world for our P&G (SFA - Module).
- Experienced in providing client focused IT support and in successfully analyzing and resolving IT hardware and software problems in a timely and accurate fashion.

- Having the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.
- Onsite Client project SFA training for Philippines, Indonesia, Singapore, Malaysia and Vietnam market also flexible to work in any shift timings.

Managed all the client with patience until they are familiar with the product usage. Received appreciation from Customer's for the excellent work.

Projects

1.	Project	:	P&G –IVY Distributor – SFA Module
	Client	:	IVY Mobility Solutions
	Technology	:	MS SQL Server
	Role	:	Production, Implementation

Description:

The project involved L2 level Product Support Specialist in Database concepts in functionality and data level concepts for P&G Distributor for 7 countries all over the world. Basically we work for P&G SFA (Sales Force Automation) to make our application user friendly, time consumption, paperless and enhance the business level activities and good revenue for customers.

Responsibilities:

- Responsible for giving end to end oracle database support to client.
- Database upgradation, Migration.
- Perform archive/purge project based on client request.
- Actively worked on server move and database move.
- User management, Table space management and all other day to day DBA Activity.
- Database refresh, weekly maintenance for the production databases.
- Disk Space monitoring.

2.	Project	:	GSK
	Client	:	IVY Mobility Solutions
	Technology	:	Oracle 10g, MS SQL Server
	Role	:	Production, Implementation

Responsibilities:
- Implementing the backup strategy. Backup job monitoring
- Disk Space monitoring.
- User Management & Space Management.
- Creating new databases
- Database refresh, schema refresh
- Up-gradation & Migration of database

Personal Details

Name   : Poorvi Gupta
Gender   **:** Female
Nationality   **:** Indian
Languages Known   **:** English, Hindi
Contact number   **:** 9589600804, 6369409175.
Current Location **:** Chennai (Tamil Nadu)