

# Shaik Rizwana Afreen

Email: [skrafreen98@gmail.com](mailto:skrafreen98@gmail.com)

Phone - +91 9701492770

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## Summary

Currently working with Accenture Solutions Pvt Ltd. designated as Business Architecture Senior Analyst. Having 6 years of experience in Pharmacovigilance (PV) life sciences domain. During this period, I have worked Primarily on Oracle Argus Safety, Oracle Back-end PL/SQL, and Axway. I have also worked on various tools like ServiceNow, JIRA, SQL developer.

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## Career History

Company Name	Designation	From	To
Accenture Solutions Pvt Ltd.	Application Development Associate	29-Nov-2019	30-Nov-2021
	Application Development Analyst	01-Dec-2021	30-Nov-2023
	Business Architecture Senior Analyst	01-Dec-2023	Present

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## Work Experience

### Accenture | Coimbatore

Business Architecture Senior Analyst | Nov-2019 - Present

- Experience in Oracle Argus Safety 8.x(8.2.2, 8.4.x).
- Technical knowledge in Oracle PL/SQL. Writing/debugging Oracle Back-end PL/SQL Packages, Stored Procedures, Functions and Triggers.
- Argus L2 and L3 Production support for Argus application and Safety landscape, resolving end users' issues related to E2B reporting, post saves and pre saves, argus safety services, interchange services, expedited reporting issues, system performance issues and other application issues.
- Successfully performed MedDRA (24.0,25.0,26.0,27.0) and WHODRUG upgrades.
- Sound knowledge in Axway and its configurations and troubleshooting related to transmission of E2B reports.
- Performed various certificate upgrades/renewal and configuration for various partners over Axway B2Bi.
- Troubleshoot of various Argus related issues involving analysis of ESM logs, AG services logs, writing basic SQLs.
- Analyzed bugs in post save function and performed fix and deployed configuration changes for multiple profiles and partners.
- Involved in Argus Certificates renewal/installations.
- Deployed various data changes to correct case data from the backend in production environment.
- Expertise in various Argus business configurations like Code List, Access configuration, Business configuration and Reporting rule configurations.
- Daily Application Monitoring is performed which involves verifying the health of the applications and troubleshooting the issues.
- Strong Business requirement gathering skills. Provided Support (Identifying a candidate, Requirement gathering, testing, implementing) for Automation of application monitoring activities.
- Experience in Incident and change management tool Service Now. Good Understanding on its functionalities and features. Creating and tracking incidents, changes, Knowledge base articles, Major incidents, Emergency changes, Problem tickets, Standard changes, and Requests.
- Handled JIRA board for incidents and change controls management in an agile based environment and experience in user story categorization, effort assessment and prioritization.
- Expertise in handling application unplanned downtime by having expeditious coordination with third parties.
- Created standard operating procedures (SOP) and Knowledge base articles which reduced the manual effort spent on repetitive issues.
- Experience in good documentation process and worked in Documentum tools like GCMS and PIER.
- Foster relationships with clients and knowledge transfer and presentations to business.
- Other Tools – ServiceNow, SQL Developer, Version control tools: TFS
- Implementing automated database and Task Scheduler jobs to eliminate redundant manual tasks, saving valuable human effort. This includes tasks such as recurring data fixes, error alerts, and periodic retrieval of backend data, which would otherwise require extensive manual labor.

- Taking care of production deployment activities: Analysis and coordination with different teams for major deployments.
  - Worked on Problem Records and root cause analysis of issues for critical tickets.
  - Worked with Oracle Support in resolving & troubleshooting Argus related issues.
  - Involved in Disaster Recovery (DR) activity: Coordination with different teams, testing of the system and final release of the system.
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## Skills

- Oracle Argus Safety
  - Oracle PL/SQL
  - Axway B2Bi
  - TransformPV
  - ServiceNow
  - SQL developer
  - Remedy
  - JIRA
  - TFS
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## Education

Qualification	Board/University	Educational Institution	Percentage/GPA	Year of passing
B.Tech (ECE)	Jawaharlal Nehru Technological University, Kakinada	Vignan's Lara Institute of Technology and Science, Vadlamudi	83.07%	2019
Intermediate (MPC)	Board of Intermediate Education, A.P.	Narayana Junior College, Tenali	95.5%	2015
SSC	Board of Secondary Education, A.P.	Viveka High School, Tenali	9.7 (GPA)	2013

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## Awards/Achievements

- Accenture Celebrates Excellence Award (Both Team & Individual Category)
- R&D Tech Quality Champion
- Global Employee Recognition
- Star of the month