

Rachita Gupta

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Summary

- 10 months as Program Manager in Kronos Solutions acting as a POC for release activity in the product.
 - 2.7 years of experience as Oracle DBA working in Production, Development and Test support. Worked in administrating and maintaining Oracle Database(s).
 - An effective communicator with client relationship management skills with ability to relate to people at any level of business and management.
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Professional Experience

Kronos Solutions: Release Coordinator

[September 2018 – Till Present]

Role: Release Engineer

Project: Work Force Dimensions

Description:

Taking responsibility of the release management process and acting as a Point of Contact for multiple releases in the product following the best practices of ITIL

Responsibilities:

- Act as point of contact for managing multiple releases across organization
- Take responsibility for the release management process
- Measure and monitor progress to ensure releases are delivered on time meeting organizational expectations.
- Work with release controllers to Communicate on release plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
- Follow the ITIL best practices to deployment releases through change management process
- Participate in CAB calls and present all Release changes
- Maintain Release deployment documentation
- Regular Release Reporting to leadership and stake holders
- Communicate release details and schedules to the Business as required
- Negotiate, plan and manage all release activities
- Ensure alignment across key partners and stakeholders to Maintain the release schedule
- Making improvements in the release process
- co-ordinate the deployment activities including the execution of the deployment Plans as per checklists.

Infosys Limited: Senior System Engineer

[August 2013 - March 2016]

Role: Oracle Database Administrator

Project: Telecommunication Domain

Description:

We support more than 700 databases taking care of day to day issues. Managing customer calls and provide support while building rapport.

Core Competencies:

- 2.7 years of result oriented professional experience in administering Oracle Database 10gR2 and 11gR2.
- Managing over 700 databases on Linux, Unix and Solaris platform with database sizes 2 TB+.
- Having experience of raising SR and working with Oracle Support Team to find the root cause and fix the issues (bug).
- Excellent written and spoken communication skills, strong analytical skills and attention to detail, ability to interpret and condense information from multiple data sources.
- Successfully drive customer communication and satisfaction

Responsibilities:

- Joining the bridge calls with application team/server team to discuss any issues and giving recommendations
- Monitoring and tracking the proactive group mailbox alerts
- Supporting the Oracle databases on varied environments.
- Working on customer/user requests
- Working on Incidents (low, medium, High)
- Develops and executes change management plan for claims operating system
- SR follow up to fix the bug with Oracle support team.

Credits

- Received appreciation from customers for timely coordination and help.
- Appeared in the promotion video for Infosys Marketing team.
- Completed ITIL v3 Foundation certification successfully.

Education

Bachelors of Technology in Computer Science

LIMAT For Women

[August 2008-July 2012]

Percentage: 72.3%

AISSCE, CBSE

M.V.N Aravali Hills

[April 2007- March 2008]

Percentage: 73.8%

AISSE,CBSE

M.V.N Aravali Hills

[April 2005- March 2006]

Percentage: 90%

Academic Projects

- Project based training from Ducat Institute in Core Java in June-2010.
Project Undertaken : Java Exam Simulator
Technology Used : Java
Description : To depict the environment of Online Exam.
 - Project based training from Ducat Institute in Advanced Java in June-2011.
Project Undertaken : War Card Game
Technology Used : Java
Description : The equally divided deck is played by 2 players
 - Intelligent Transport System
Project Description : Design smart and efficient system to manage traffic in accordance with traffic density.
Project Utility : Reduce waiting time, traffic congestion and fuel consumption thus improving traffic efficiency
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Extra-Curricular Activities and Leadership

[August 2008 - July 2012]

- Participated in **Faridabad Industries Association** on April 21, 2012 as a team member and presented the project "Intelligent Transport System Control" which was **shortlisted** for the competition.
 - Participated in competition "**Business Plan**" of **Entrepreneurship Cell** as a team and **stood second** in 2010.
 - Organized the event "Gadget Freak" in **Technomania-2010** as **Event-Coordinator**.
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Personal Details

DOB: 02-09-1990

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