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| **ESTHER JEEVA SHARON  B.E. (Comp.Sc) Email:esthersharon2909@gmail.com**  **Mobile: +91 9677967448** |  |

**Work Summary:**

* Intense coordination skills with internal resources
* Played a key role in providing operational support for SAP BRIM (Billing and Revenue Innovation Management) CC/CM (Convergent Charging/Convergent Mediation) modules
* Collaborated with cross-functional teams to ensure the smooth functioning and optimal performance of SAP BRIM systems, addressing issues
* Interpret the information and adapts as needed and understand the business processes and needs of the client on functional aspects of project to provide relevant solutions, support, and assistance
* Create and maintain comprehensive project documentation
* Meeting with clients to take detailed ordering briefs and clarify specific requirements of each project
* Strong work ethic plus ability to multitask.
* Delegate project tasks based on junior staff members' individual strengths, skill sets, and experience levels
* Stayed updated with the latest SAP BRIM CC/CM developments and industry trends
* Always developing and implementing leadership skills
* Deployed solution to user queries and evaluated user feedback
* Strong understanding of programming concepts
* Demonstrable knowledge of web technologies including HTML, CSS, JavaScript, React JS
* Solving Incidents, Service Request as per defined SLA’s
* Adhere to Product and workflow processes, engage with the team to make continual improvements.
* Strong analytical and problem-solving skills.
* An excellent team player

**Educational Qualifications:**

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| **Course** | **Institutions** | **University/Board** | **Year of Passing** | **Aggregate** |
| B. E Comp.Sc | Jeppiaar SRR Engineering college | Anna University | 2021 | 86 (Distinction) |

**Total Experience:**

Capgemini-Senior Software Engineer-2 years(2021-2023),Bangalore

Careers720-Intern as Junior Content Writer-3 months(2021),Bangalore

**Technical Skills:**

**Languages: HTML5, CSS3, JAVASCRIPT, REACT.JS  
Tools and Technologies: Visual Studio Code,GIT  
Operating System: Windows 10**

**Projects:**

**Company: Capgemini**

**Project Title: SAP Global IT  
Client: SAP  
Technology:**SAP BRIM Convergent Charging/Convergent Mediation  
**Role:**Investigating and resolving technical issues related to the SAP Convergent Charging system. This may involve analysing system logs, identifying root causes, and applying appropriate fixes or workarounds.Creating and maintaining documentation related to system configurations, issue resolutions, and operational procedures.Collaborating with cross-functional teams, including developers, system administrators, and business stakeholders, to ensure effective communication and coordination of activities. Providing support to end-users and other stakeholders, such as customer service representatives or billing teams. This includes responding to inquiries, troubleshooting problems, and conducting training sessions to enhance user understanding and efficiency.Assist user requests and incidents before defined SLA’s. Monitor workflows on a regular basis to ensure smooth functioning of the systems.

**Description:**SAP BRIM (Billing and Revenue Innovation Management) is a comprehensive suite of solutions offered by SAP that enables businesses to manage their billing, revenue, and customer engagement processes. Provides flexible and scalable charging capabilities to support diverse business models. It allows businesses to define and manage charging plans, rate tables, and discount structures based on customer usage data, enabling accurate and real-time billing.

**Project Title: Care Crew Application**

**Client:**

**Technology:** HTML, CSS, JAVASCRIPT, REACT.JS

**Role:** Creating the application from scratch mainly focusing on UI of the application using HTML, CSS, JAVASCRIPT, REACT.JS

**Description:**The Care Crew Application aims at integrating various internal functionalities of a health care system in an efficient and productive manner. Admin, Hospital admin, Doctor, Patient, Laboratory Service, Medical Service, Ambulance Service can sign up for the Care Crew application. Once signed in, he/she can able to sign in to the application and perform various activities.

**ACHIEVEMENTS/CERTIFICATION**

1**.**Delivery star award-July 2023 by Capgemini

2.Javascript Essentials I Certificate-January 2024 by Cisco

3. Participation in Smart India Hackathon 2019 Final held at Calicut,Kerala

**Personal Profile:**

Date-of-birth: 29-09-1999

Previous Employer: Capgemini

Designation: Senior Software Engineer

Languages Known: English, Tamil,Learning German and Hindi

Hobbies: Basketball, Blogging

Professional Skills: Leadership, Interpersonal Skills, Problem Analysis, Communication Skills, Presentation Skills, Fast Learner

Permanent Address: Thoothukudi,Tamil Nadu

**Declaration:**

I hereby declare that the above particulars furnished are true to the best of my knowledge and belief.

Place:Thoothukudi

Date: 11/01/2024