

## Harshada Parate

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### Experience Summary:

- A proactive and dynamic IT professional having **8+ years** of experience in IT industry, mainly in Application Support and Maintenance in **Opentext Livelink(970/971)/CS(10/10.5/16)**.
- Experience of working with Web Applications, Oracle Applications, Document management System.
- Good experience of working as **onsite coordinator** in onsite – offshore model in Germany.
- Sound knowledge of Livelink architecture and application maintenance.
- Expertise in **handling Mission critical systems** and bring under control at times of failures. Ensuring site is available is 24x7.
- Good experience of analysis, design, testing, operation support
- Good experience in creating **scheduled batch jobs** and **windows scripts**.
- Sound knowledge of **SQL and Oracle**.
- Experience of working under both **Development and Operation activities (L2, L3 Support)**.
- Experience of working as **Team Lead for Operation activities (L2 Support)**.
- Experience of working for **L1 support to assist user in creating tickets and giving solution on the spot**.
- Experience of working on **Disaster Recovery (DR) activities of LiveLink Servers and other connecting systems**.
- Good experience in application and its components **upgrade**.
- Good experience in **Oracle Autovue**, responsible for upgrade and maintenance activity.
- Good experience of coordinating and completing medium sized projects.
- Good experience in **transition** of project
- Extensively worked on **Livelink 971, CS10, CS10.5 and CS16(POC)**.
- Good experience in application and its components **upgrade**.
- Good experience of Application **deployment** and setup.
- Worked on Brava Image viewer.
- A **quick learner** and can swiftly adapt to new technologies and framework.
- Having excellent interpersonal and **communication skills**.
- Good knowledge of **Adlib** for document conversion

### Work History:

Duration	Organization	Designation
Feb 2015 to July 2019	IBM India Pvt. Ltd., Pune	Application Developer
Sept 2010 to Jan 2015	Atos India Pvt. Ltd., Pune	Sr. Software Engineer

### Technology:

<b>Languages &amp; Tools</b>	Osript, OOPS, scripting – Unix, windows, HTML,
<b>Databases</b>	Oracle 11g, SQL Server
<b>OpenText Products</b>	LiveLink 971, CS10, CS10.5
<b>General Tools</b>	SVN, SOAP UI, SQL Developer, LDAP, SNOW, BMC Remedy, OTDS, GitLab
<b>Learning Phase</b>	Azure Administrator

**Training / Continuing Education Summary:**

Year	Title	Location	Organised by
2021	<b>CS 16 Administration</b>	India	OpenText
2020	<b>AZ-900(Azure Fundamentals)</b>	The Hague	Microsoft
2017	<b>Cluster Management</b>	Pune	IBM
2017	<b>LiveLink CS 10.5 Administration</b>	Pune	IBM
2017	<b>Records Management</b>	Pune	IBM
2014	<b>Adlib</b>	Pune	IBM
2010	<b>Java</b>	Pune	AtoS

**Project Details:****IBM India Pvt. Ltd., Pune**

**Project:** *Suncor Energy Inc.*  
**Duration:** *Feb'15 – July'19*  
**Client:** *Suncor Energy Inc., Canada*

**Description:**

Suncor Energy Inc. (Suncor), is an integrated energy company. The Company is focused on developing Canada's petroleum resource basin, Athabasca oil sands. The Company operates in three business segments: Oil Sands, Exploration and Production (E&P), and Refining and Marketing. In addition, it explores for, acquires, develops, produces and markets crude oil and natural gas in Canada and internationally. It transports and refines crude oil, and markets petroleum and petrochemical products primarily in Canada. It also markets third-party petroleum products. Suncor conducts energy trading activities focused principally on the marketing and trading of crude oil, natural gas, power and by products.

Opentext Livelink is used as a central repository for storing all the important documents from Suncor. Suncor has lots of drawings of the oil fields which are stored in Livelink. Autovue is used for opening/editing/adding new revision to the drawings.

**Responsibility:**

- As a **team member**, providing technical support to resolve the production issues (P1 and P2) on time.
- Responsible for communication with all stakeholders for **OS patching, DB and LDAP server switching activities**.
- **Monitoring** and **maintaining** the application health to keep application up and running 24\*7.
- Creating/maintaining SOP's for application
- **Innovation** : Involved in bringing innovation, automation for entire set of application
- Suggestions, recommendations and providing technical support for **upgrading the existing system components(installation and configuration as a part of upgrade)**.
- **SPOC** for Disaster Recovery of application, AutoVue, Agents and Notification, Brava, Adlib, OTDS.
- Monitoring and mentoring newly joined team members
- Creating database queries to fetch required results
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**Environment:** Content Server 10.5, Windows Server 2012 R2, Oracle 11g.

## Parallel Responsibility:

### I. Successfully carried out SP1 upgrade/Cumulative patching

As part of this activity I was responsible for the analysis of system, presenting the new patches/modules required/applied to the system and also checking the compatibility of new components with the existing environment.

### II. Successfully completed upgrade for CaptureVue and AutoVue Module

As part of this activity I was solely responsible for building up the servers, installation of all the required components and then changing the pointer of existing servers to newly build servers.

### III. Successfully build Search and Indexing server

As part of this activity I successfully build new servers which were required for Search and Indexing of Livelink 971.

## Previous Companies Project Details:

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**Atos India, Pune.**

**Project:** *NSN [Nokia Siemens Network]*  
**Duration:** *Feb 2013 – Jan 2015*  
**Client:** *NOKIA*

### Description:

Atos is a European IT services corporation with its headquarters in Bezons, France and offices worldwide. It specialises in hi-tech transactional services, unified communications, cloud, big data and cybersecurity services. Atos operates worldwide under the brands Atos, Atos Consulting, Atos Healthcare, Atos Worldgrid, Bull, Canopy, Unify and World line.

Opentext Livelink is use as a central repository for storing all the important documents for the entire company (Nokia) including very important bidding documents. It has customer portal link up with LiveLink, so that the customers can directly view their documents fetched from Livelink in their portal.

### Responsibility:

- Worked at **client location** from **Germany** to get detailed transition
- Worked as **onsite coordinator** in onsite – offshore model in **Germany**.
- Responsible for **communicating** with all the stake holders for planned application's maintenance
- I was actively involved in **transition** of project from other company
- Supporting application on **L2** and **L3** level
- Involved in activities such as : creation of **workflow, webreports, LAPI, Web forms**
- Involved in active testing during **migration** of project from 9.7.0 to CS10 environment.
- Correction of **Webreports** and **Livereports** post migration.
- Unlocking user account if the user is not active.

- Registration process if the user is new.
- **NSN** person and SPOC for the application, PMO activities
- **Fixing bugs** post environment upgrade

**Environment:** Livelink 971, Content Server 10

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**Atos India, Pune**

**Project:** ***GIT C&P-Livelink***  
**Duration:** ***Dec 2010 – Jan 2013***  
**Client:** ***Atos (worldwide)***

**Description:**

Atos is a European IT services corporation with its headquarters in Bezons, France and offices worldwide. It specialises in hi-tech transactional services, unified communications, cloud, big data and cybersecurity services. Atos operates worldwide under the brands Atos, Atos Consulting, Atos Healthcare, Atos Worldgrid, Bull, Canopy, Unify and Worldline.

Opentext Livelink is used as a central repository for storing all the important documents for the entire company (Atos).

**Responsibility:**

- Successfully completed huge data **migration**(Object Import/Export)
- **Monitoring** frontend and backend servers
- Worked as German **SPOC** (Single Point of Contact) in the project
- Was responsible for directly dealing with Clients and gathering **requirements** and feedback
- Involved all the **WebDAV** related activities
- **Organized** and **successively** carried out training of new recruits in project
- Conducted **trainings** for end user working on ECM applications
- Received **highest** performance rating among peers in consecutive appraisal cycle
- Creating documents for lesson learned and **best** practices
- Creating documents for **Knowledge Sharing** with new resources

**Environment:** Livelink 970/971, Windows Server 2008, SQLDeveloper