**VIVEK SHADRAK DEO**

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**EDUCATION**

**University of Maryland Baltimore County,** Baltimore, MD **May 2017***Master of Science, Information Systems*Coursework: (Adv Database, Data Analytics in Cybersecurity, Project Management & Software Engineering

**University of Pune,** Pune, India **May 2011**

*Bachelor of Engineering, Computer Engineering*

**PROFESSIONAL EXPERIENCE**

**Synechron Tech,** Pune **March 2012 – July 2015**

*Software Associate Analyst*

* Monitored and supported .Net/Jave based application for CSRs and End Users on web based for Insurance domain
* Expert in system configuration, application log analysis and windows servers & MS SQL database logs maintenance
* Analysed production system behaviour to investigate ServiceDesk & ServiceNow tickets using MS SQL queries
* Performed schema object dependencies and change reviews before releasing the change into production system
* Configuration of IIS 6, IIS 7, Windows Features, Microsoft DAX, Microsoft CRM, Microsoft SharePoint
* Optimized complex queries involving multiple tables, joins, and stored procedures for monitoring tools
* Articulated various documents like Release procedure, Installation/configuration/Migration guidelines
* Standardized the guidelines for variety of set up activities, daily routine jobs and action items
* Experienced on complete ITIL process which includes Release Management, Change Management, Problem Management and Incident Management

**PROJECT**

**Event Management & Reporting System January 2016 – April 2016**

* Database creation using PL/SQL for developing a system for event booking using Oracle including feature designing
* Created database schema including DML and DDL queries, inserting data, writing Trigger, Cursors Procedures, Functions to provide required features to the Event system

**UMBC Event Booking System September 2015 – December 2015**

* An active team member for building system requirement/planning/design document for Design & Analysis course, created UML document like Use Case, Context, Sequence, Entity-Relationship(ER), Class diagram.
* Work of functional and non-functional requirement elicitation for explaining features of online event booking system for different events scheduled in the university.

**Restaurant Recommendation System September 2015 – December 2015**

* Implemented a Decision Support System to analyse and evaluate a restaurant based on historical review data
* User review dataset was cleaned & pre-processed in excel and stored into Oracle and Developed a Java front-end UI to accept inputs from user

**SOFTWARE SKILLS**

**Tools & Skills:** MS SQL 2008, Oracle 11g PL/SQL, WEKA, MS Excel, MS Project, MS Visio, Rational Rose, ServiceDesk, Batch Scripting, MS SharePoint, MS CRM, JBoss, VM, HP QC, Manual Testing

**Operating System:** Windows XP, 7, 8, Server 2003, Server 2008 R2, Linux (RHEL 5, Ubuntu)

**Certification:** Red Hat Certified Engineer RHCE, ITIL v3 Foundation

**LEADERSHIP/AWARDS**

* Vice President for Graduate Indian Student Association at University of Maryland, Baltimore County
* Team Head for National Level Project Competition and Quizzo-mania Tech at undergraduate college.
* Volunteered for 2 years as CSR member teaching English, Maths, drawing & scomputer skills to specially-abled kids
* Winner for Surpass Award in Synechron for month of February 2014.
* Winner of Employee of the month in Synechron for Quarter two in year 2014.