Total Experience : 4.6 Years

Relevant Experience : 4.6 Years

Current CTC:  6.5 LPA

Expected CTC: 9 LPA

Notice Period:  15 Days

**Komal Mutreja**

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**Highlights of Qualifications**

* Total 4.6 years of experience in software development & providing business solutions as a analyst role in an IT environment- working with project managers , business owners and IT development staff
* Create BRD (business/functional requirements documents) using cases and test plans from product definitions
* In depth knowledge of CRM , Cloud Products , DOT Net , MS SQL , Angular JS, HTML, CSS, SOAP Web Services , BRD, Agile , Oracle Rightnow CX , Django , User Acceptance Testing , Change Management, Customer Experience , Customer Engagement
* Experience in managing projects with industries like Customer Support, Finance, Automobile, Packers and Movers, Education, Public sector domain
* Proficient in end-to-end development of software products from requirement analysis to system study , designing , testing , implementation and delivery management
* Strong listening , root cause analysis and interpretative skills for facilitating understanding of issues and solution designs
* Deft in managing all stages of the SDLC:- requirement gathering , system analysis and design; enterprise workflow application development; knowledge management

**Professional Background**

**Freelancer (July 2016-Present)**

**for client NanoTech Solution**

Working with startup for web portal development that allows to sell Fresh Fruits & vegetables faster.

**Tasks**: Web designing, Web development

**Domain**: Public Sector

**Technology Used -:**

**Front End**: Angular JS, CSS, HTML

**Middleware**: django

**Backend**: MySQL

**Solution Engineer (**Dec2014 – June 2016)

**Oracle India Pvt. Ltd., Bangalore**

* Define, plan, coordinate and obtain information requirements to support and launch new products and software releases
* Coordinate with multiple resources efficiently and effectively throughout the development lifecycle so as to ensure that the projects are completed on time, meet requirements, are implemented accurately and the full impact is understood by the business owner
* Interface with internal business users as well as various IT development groups so the needs can be clearly understood, expectations managed and change initiated
* Act as the point of contact between the business units and IT
* Perform analysis for business applications
* My responsibility further drills downs into giving the complete demo of the product make an effective presentation and also giving complete clarifications of solutions.
* Develop multiple Industry Solutions based on Oracle multi Products Integration using SOAP web services
* Develop and implement plans to suite business plans and objectives

**Projects Undertaken**

**1 ) Complete CX Solution for Student Experience**

**Domain:** Education

**Tasks:** Requirement gathering, Feasibility analysis, direct sales/client communication, Industry

Solution development, Product Integration using SOAP web services, Solution demo

presentation, BRD, Demo script, Product Customization.

**Team size: 5**

**Products:**  Oracle Rightnow CX, Oracle Marketing Cloud, Sales Cloud, Oracle SOA Suit, Oracle

SRM, Oracle OPA

**2) Compete CX Solution for Smart Cities**

**Domain** – Public Sector

**Tasks:** Requirement gathering, Feasibility analysis, direct sales/client communication, Industry

Solution development, Product Integration using SOAP web services, Solution demo

presentation, documentation, BRD, Demo script, Product Customization.

**Team size: 2**

**Products:**  Oracle Rightnow CX, Oracle Marketing Cloud, Sales Cloud, Oracle SOA Suit, Oracle

SRM, Oracle OPA

**3) Compete CX Solution for Financial Services**

**Domain** – Finance

**Tasks:** Requirements scoping exercise on the AS-IS and TO-BE system landscapes, Technical

and functional feasibility study, direct sales/client communication, Industry Solution

development, solution demo presentation, documentation, BRD, Demo script, Product

Customization.

**Team size:** 2

**Products:**  Oracle Rightnow CX, Oracle Marketing Cloud, Sales Cloud, Oracle SOA Suit, Oracle

SRM & OPA

**Programmer/Analyst (**2013 – 2014)

**Mynd Solutions, Gurgaon**

* Assess clients' needs, identifies and documents requirements critical to achieving business objectives
* Develop understanding of business needs through discussion and interviews
* Define project business requirements as well as in defining the IT solutions
* Contribute to the business requirements development and the functional solution designs
* POC's Building and Client's Presentation.
* Development of Chat and email features for the help desk operations using RightNow CX CRM that reduced the turnaround time and has helped reducing calls abandoned
* Integration of RightNow CRM with different systems.
* Customer Experience (CX) aggregation through multi-channels such as Web, Contact center, and Social media

**Projects Undertaken**

1. **Distance calculation between any 2 Districts in indie using GoogleDistanceMatrix/geocode API**

**Tasks:** To Automate the distance calculation between any 2 districts in India

**Team Size:** 1

**Technology Used:** GoogleDistanceMatrix API, JavaScript, Dot net

1. **Locate Customer’s Data on Map using Geocoding API and reverse Geocoding API**

**Tasks:** Locate Customer’s acquired data from Oracle Rightnow CX on Google Maps with the involvement of In-house Application BPM with their info as tooltip.

**Team Size: 2**

**Technology Used:** Geocoding and Reverse Geocoding API, Dot net, web services, MS SQL.

**Products:** Oracle Rightnow CX, Google Maps, In-house BPM.

**Software Engineer** (2011 – 2013)

**Honda Motorcycle and Scooters India Pvt. Ltd. - Client location**

* Code, debug, document and install new programs and make changes to existing programs/technologies
* Provide first-line problem resolution or escalation, as well as technical assistance
* Analyze end user needs and developing customer oriented solutions with existing applications
* Work in cooperation with technical support to prepare application software procedures and documentation for usage, operation, back-up and recovery, problem resolution
* Liaise with end users to test application software, ensuring accuracy, integrity and completeness to achieve desired results

**Projects Undertaken**

* **Supplier Portal**

**Tasks:** Development Support

**Team Size**:10

**Technology Used:** ASP.NET, C#, HTML, CSS, JAVASCRIPT, AJAX, PL/SQL and MVC

**Education**

* B.Tech (CSE) [Maharishi Dayanand University] passed in the year May.2011 with 70 % of marks
* Senior Secondary Education [Haryana Board] passed in the year March 2007 with 75 % of marks
* Matriculation [Haryana Board] passed in the year March 2005 with 75 % of marks