# **C:\Users\Admin\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\scan0014.jpgNIDHI SAXENA**

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**CAREER OBJECTIVE**

To pursue a challenging career in the I.T.to become a good I.T. professional by taking advantage of the knowledge gained**(SAP-ABAP, SQL, DOT NET)** from education and experienced to share the same for overall growth.

**Qualification :**

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| **Examination** | **Institute** | **Percentage/Grade** |
| MCA in Computer Application | **IGNOU** | **2nd Semester** ***(Pursuing)*** |
| **BCA in Computer Application** | **IGNOU** | **59.33 % (2nd Division)** |
| **CIC (Certificate in Computing)** | **IGNOU** | **70.5% (1st Division)** |
| **SQL Server& Oracle10g/11g**  **(10 Months)** | DICS (Govt. Recognized) | **Excellent** |
| **ASP & DOT NET ( C#) (10 Months)** | DICS (Govt. Recognized) | **Excellent** |
| **SAP (ABAP)** | **WEBCOM** | **Excellent Grade ‘A’** |
| Senior Secondary School Exam (XIIth ) | C.B.S.E | 59 % |
| High School | C.B.S.E | 45 % |

**Knowledge of SAP ABAP Module :**

**ABAP/DATA Dictionary, Data Base Table , View (Database View), Search Help, Structure, Package, Select & Endselect, Smart Forms, Sap Script.**

**Data Uplodation Technique :- LSMW, BDC.**

|  |  |
| --- | --- |
| **Reports:** | |
| **Classical Report** | **Internal TABLE** |
| **Fetching data from the Database, Inner Join, Function Module, Selection Screen** |
| **Modularisation Technique:- Function Module,** |
| **Screen Programming:-Process Before Output (PBO), Process After Input (PAI), Tab Strip, Tab Control .** |
| **ALV Reports** | |
| **Interactive, Drill Down Report** | |

**WORK EXPERIENCE ( Total Exp. 8 Yrs. Appox.) :**

**WOW Trendy (E-Commerce Co.), New Delhi & Noida Worked as a MIS & Quality Control Executive (**9 Months**) (October 2015 to July 2016)**

Wowtrendy.com is an online-managed marketplace to connect artisans creating handcrafted gifts and lifestyle & fashion products to consumers around the world.

**www.wowtrendy.com is an Indian handicraft marketplace that connects Indian artisans & craftsmen to the consumers around the world. Wow Trendy showcases :-**

**Services Involved In**

1. Maintain the Data Base of different Products in Batches.
2. Preparing Master Data and Master Creation database in Excel.
3. Filter and select the products in normal category and in Master creation category.
4. As the customer for good quality services ensures rigorous check on the product.
5. Coordinate with the vendors through mail & call.
6. Maintain the full information / database of all vendors in backend of website.
7. Sales the products online.
8. Coordinate with the customers.
9. Uploading the products on website.
10. Dealing with customer queries concerning to products and websites also.
11. Business to Business (B to B)- electronic data interchange.
12. Back to Consumer (B to C).
13. User Friendly Services.
14. Fast and speedy sales of the product.
15. Delivery on time.
16. Help the online shoppers to get an ease while their shopping.

**IT / TECHNICAL [1]:**

**Working at client site “Shahnaz Hussain Group of Companies”**  **as a CRM & MIS (7 Months)**

**Services Involved In**

1. Maintain Beat Plan App.
2. Shahnaz customer relationship management (CRM) ID creation process.
3. Shahnaz hierarchy process.
4. About SO Report— Sale & Order Report.
5. About SO login.
6. About SO outlet data collection.
7. About Shahnaz APP & APP Login.
8. Other CRM development things.
9. Maintain Zone Wise Distribution Channel Summary.

**IT / TECHNICAL [2]:**

**Working on the different Projects:**

|  |  |
| --- | --- |
| **Ministry Of Environment & Forest (MOEF) Project.** | * Design the pages of website. * Uploads the Tenders on website |
| **Ministry of Defense (Navy) Site, New Delhi.** | * Upload the PDF on website. |
| **India Development Foundation of Overseas Indians) IDFOI website , New Delhi.** | * ***Testing on Swacha Bharat Abhiyan project of Prime Minister*** |
| **India Expo Mart (indiaexpomart.com),** | * Testing and uploading Ongoing & Upcoming events. * Testing the “Home Page (Nexus-5)” * Upload the images related to events ***(http://indiaexpomart.com/event/indian-handicraft-gift-fair-delhi-fair-autumn-2017/)*** |
| **National Centre for Design & Product Developments, New Delhi** | * Design pages for update, insert, edit. modify , create new pages. * Handicraft mega cluster **(WORDPRESS)** update news , upload images, events etc. |
| **Bamboo & Cane Development Institute, New Delhi.** | * Used **WORDPRESS** in updating and designing of old pages in new design, handicraft bank design. |
| **Development Commissioner of Handicraft (DCH), Ministry of Textiles, Govt. of India New Delhi** | * **Developed Website “Craft Cluster Of India” , http://craftclustersofindia.com/** |
| **Education & Research Network (ERNET) website. New Delhi.** | * **Test all pages on website (*Website Theme, Scrolling Images, Menus, Tabs, Links, Footer, Header, Translation Of The Pages In Hindi* ) .** |

**IT / TECHNICAL [3] :**

**Council of Scientific and Industrial Research –Central Road Research Institute (CSIR-CRRI) , New Delhi** worked **in Planning Monitoring & Evaluation** Division – discharging the responsibilities towards **Data Base Development**, **Forms And Layout Design**, **MIS supervision**. Also got opportunity to work in **Dot Net Development Environment** (4yrs & 6months) (March 2011 to September 2015)

**Services Involved In**

1. Annual Budget Preparation.
2. Service Tax Payment.
3. Technical Audit.
4. Preparing Reports for man-days , IFDs (Intellectual Fee Distribution) etc. using Pivot Tables, Charts Etc In Excel.
5. **Planning, Monitoring & Evaluation of Externally Funded Projects.**
6. **Development and Maintenance of Project Management System** (Include Software Maintenance and Data Base Development)
7. **Technology Management & Business Development.**
8. Performance Management of CSIR-CRRI of Plan Projects.
9. Review of R&D Performance.
10. Compilation of Research Preparation.

**PCS , New Delhi  Worked as a IT helpdesk ( 1yrs & 6months )**

**Services Involved In**

1. Manage SLA (service level agreement)
2. Coordinated second line and third party support groups.
3. Maintain up-to-date skills and knowledge of technological developments.
4. Maintain customer care skills and professionalism when interacting with users.
5. **Training new helpdesk staff on the day to day running of the Service Desk.**
6. Provide and maintain all training documentation.
7. Dealing with customer queries regarding outstanding issues.
8. Handling the Phone call and logged Complain Incident or Service request.
9. Ensuring efficient logging & follow-up of all client/vendor dependent issues.
10. Ascertaining for minimum numbers of incidents open at any given time.
11. Manage day to day complain and pending issues.
12. Close and change status within SLA.
13. Managing the desk requests that arrive by phone, e-mail, intranet or personal visit.

**Lall& Co. NewDelhi(Accounts &Audit ) (6 Months)**

**Job profile**

1. Clients Accounts Preparations, Trial Balance Matching, Account Books Maintenance in EXCEL & Tally environment.
2. Interview & Reporting, Participating in interviews and preparing reports.
3. Responsible in selling web services, software services.
4. Online bidding and emails and calling with the international & domestic customers.

**K S Memorial Society For Education & Research. New Delhi. (6 Months)**

**Job profile**

1. Monitoring Computer Lab Activities and Students handling,
2. Keeping records for scheduling and practical arrangements.

**AREAS OF INTEREST**

**Database Management**, Oracle(10g &11g), SQL, ASP. Dot NET, C#, SAP-ABAP-ERP, Good command in MS-Excel, MS-Office, **WORLD PRESS,** PHP & MYSQL (New Learning area).

**STRENGTHS**

1. Positive attitude.
2. Ready to take responsibilities.

**PERSONAL DETAILS**

**Sex : Female**

**Martial Status** : **Single Parent (1 kid)**

**Fathers Name : Mr. Alind Saxena (Desg : Computer Scientist)**

**Nationality** : Indian

**Languages Known** **:** English and Hindi

**DECLARATION:**

I hereby declare that all the information provided here is correct to the best of my knowledge and belief and I promise to abide by all the norms laid down by your esteemed organization.

**Date: 08/02/2018**

**New Delhi**

**Nidhi Saxena**