



MAYANK MITTAL

TECHNOLOGY ANALYST

INFOSYS LIMITED, BANGALORE, INDIA

OCTOBER 2015 - TILL DATE

PROFESSIONAL SUMMARY

To become an integral part of the industry and work with an organization that provides an environment for growth along with the focus on achieving organization goals.

SPECIALIZATIONS

- Project development, management and execution
- Code and application development
- Requirement Analysis
- Root cause analysis
- Technical solutions
- Proof of concepts
- Testing and Debugging
- Data analysis and data fixes
- Team management
- Co-ordination with Clients
- Production & normalization support

TECHNICAL SKILLS

- Oracle Applications
- SQL & PL/SQL
- Oracle XML Publisher
- BI Publisher
- SVN and Kintana
- JIRA
- SQL Developer and Toad
- Oracle Reports Builder
- MS Office

A Software Engineer with 5+ years of successful career with diverse roles, distinguished by commendable performance in Software Development (PL/SQL) and Oracle Applications. Experienced in project execution and client support in all phases of product development and management.

TECHNICAL RESPONSIBILITIES:

- Identifying functional and technical gaps, estimating work, designing custom solutions, programming, scheduling, producing documentation, preparing test case documents and providing production support.
- Resolving Jira Tickets and Defects including High Business priority troubling tickets, within the SLA timeline.
- Designing, developing, testing and executing various components across different instances.
- Performance tuning of SQL queries which enhance the overall performance of the programs.
- Performing fundamental administrative tasks including registering applications and reports, defining new users, responsibilities, and setup lookups and value sets in the application.
- Working with different Functional & Technical teams to support existing systems and implement new systems, processes, and procedures.
- Coordinating with Onsite Team and Client Team for requirement changes, code design changes, package enhancement, bug fixes, data fixes and other activities.
- Conducting Audit to verify client specific guidelines are being followed by all the team members.
- Taking Knowledge Transfer sessions and developing Knowledge documents explaining various business flow.

CERTIFICATIONS

- Agile - Scrum Practice
- Design Thinking
- Microsoft Excel
- Creative Confidence
- Leadership and Management
- Career Edge - TCS iON.

QUALIFICATION

B Tech : Mechanical Engineering
(2011-15) from Maharishi
Markandeshwar University, Maharishi
Markandeshwar Engineering College
(Ambala, India) with 7.7 CGPA

CONTACT DETAILS

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PROJECTS:

LinkedIn Corporation (July 2019 - Till Date)

LinkedIn Online Business is B2C (Business to Customer) in nature. The online business involves placement of online orders, credit card authorizations, subscriptions, cash receipt processing, etc. To support these functions LinkedIn has custom application and functionality tightly integrated with Oracle EBS. All of these functions are part of the Cash Management Module of Oracle EBS. Our team manages it and support all these activities.

Worked on 4 projects for Cisco Systems (May-2016 - July 2019)

- 1. Cisco (Citi Bank)** - The project requirement was to update the payment output format of the reports. Worked as the only point of contact from Bangalore and interacted directly with the Client and Functional Teams.
- 2. Cisco (Repairs)** - This project involved implementation of Oracle Depot Repair Application in Oracle EBS R12 version, replacing the 11i version using the Agile Methodology, which automated the entire Cisco Repair Process.
- 3. Cisco (Services)** - This project involved the up-gradation of Services Module of the client from Oracle EBS 11i to R12 and also dealt with implementation of various new requirements according to the business needs. ***This project won the 'Best Project Award' in Infosys' Galaxy Awards.***
- 4. Cisco (Finance)** - As Cisco planned to moved to R12 version of Oracle EBS, there was a change in the Standard accounting model to Sub-ledger accounting model. As per the new model, all 11i transactions were replicated in R12 and the future transactions were recorded in R12 version directly.

NON TECHNICAL SKILLS:

- Good verbal, written communication skills, independent and optimistic thinking.
- Customer oriented mindset & client handling experience.
- Appreciated by clients and managers for the work done.
- Result-oriented, adept at managing timelines.
- Good leadership skills and adaptable to work in all kinds of favourable and unfavourable conditions.