DNYANESHWAR KUKADE

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Profile Summary:

- Around 10 years of experience in Analysis, Requirement gathering, Solution Design, Development and Application Support of CRM Clarify application and Java technology with core experience in Solution Design and Implementation.
- Good knowledge of CRM business specifically in CIM (customer integration manager), Clear Support module.
- Project Management, Effort Estimation, Designing software requirements, Impact analysis, Application Development Life Cycle, Leadership activities, Client relationship.
- Extensively worked in Development & Maintenance of CRM Applications using Amdocs Clarify Classic Client, Amdocs Smart Client, Clear Basic,J2EE/Java, Tuxedo, Web service, SOAP UI and Oracle Technologies.
- Strong experience in integrating with the other systems like TIBCO, Billing, SAP, Click and other B2B portals.
- Works on problems of complex scope, through extensive usage of standard concepts & principles.
- Profound ability to be pleasant with others on the job and to display a good-natured, cooperative attitude.

Technologies/Tools Used:

Operating Systems: Windows XP/7/10, Sun Solaris.
Tools: UIEditor, CBExchange, DDEditor, DataEx, CBBatch, ultraEdit, TOAD, Amdocs Smart Client Designer.
Languages Known: Clear Basic, Java, SQL, PLSQL, Java Script.
Technology: Clear Basic, Java, Servlet, JavaScript, HTML, XML, MS SQL, PL-SQL.
Amdocs CRM: Classic Client v12.5, v13.1 and v8.1, Amdocs CRM Smart Client v7.5 and v8.1
CRM Modules: ClearCall Center, Clear Support, Policies & Customers, Product Manager.
Database: Oracle, Microsoft SQL Server.
Java IDE: Eclipse.
Application Server: Oracle Weblogic Application server.
Quality Tool: HP Qality Center10.0, HP ALM.
Other Tools/Framework: Soap UI
Domain Acquaintance: Telecom OSS/BSS.

QUALIFICATION:

- Bachelor of Engineering in computer science and engineering from Sant Gadge Baba Amravati University, Amravati with first division.

PROFESSIONAL EXPERIENCE:

Project 1:
Organization   **:** Tech Mahindra Pvt Ltd, Pune.
Designation   **:** Tech Lead.
Project   : *Sunrise Telecommunication AG, Switzerland.*
Project Description: Sunrise telecom is a second largest service provider for Fixnet, TV and Mobile services in Switzerland. CRM system involves Order processing and provisioning through Various Upstream systems.

Role and Responsibilities:
* Requirement Gathering, Design, Application Development, Provide intensive technical help to team members, Unit Testing, L3 support.

Project 2:
Organization   **:** Cognizant Technology Solution Pvt Ltd. Bangalore
Designation   **:** Clarify CRM Consultant.
Project   : *T-Mobile Netherland BV.*
Project Description: T Mobile is a third largest mobile telephone operator in the country for Wireless PDAs, Cellular Telephones, Tablets and Mobile services in Netherland. Clarify CRM system involves Customer interaction, Technical support, acquiring different mobile services.

Role and Responsibilities:
* Requirement Gathering, Design, Application Development, Unit Testing, L3 support.
* Provide intensive technical help to team members.

Project 3:
Organization   **:** Cognizant Technology Solution Pvt Ltd. Bangalore
Designation   **:** Clarify CRM Consultant.
Project   : *Global Clarify CRM Application, Philips Netherland BV.*
Environment   : Clarify v7.5, UIeditor, DDeditor, DataEx, CBBatch, CBExchange, ClearBasic, J2EE, java, JSP, Servlets, XML, javascript, eClipse,Microsoft SQL,weblogic10, Tuxedo. system Configurator,ClarifyCRM Support, Clarify CRM Administrator.
Data Model   : Clarify data Model

Project Description: Global Clarify Application- Clear support is used world-wide by
Call Center Agent, Field Service Engineerand Business user. It provides up to date information of Product,Customers, Contract signed details.It helps the company to overcome problems faced by customers by creating cases, customer interaction, Parts ordering etc.

Role and Responsibilities:
* Extensively modified Case Create, Case Overview forms to support Business needs.
* Added New Tab forms to Case Overview form(Technician details, Appointment times, Dispatch details)
* Added New fields to Contact Create form.
* Used Search Grid to create Search forms.
* Created Hierarchical Grid using Tabular Data Models.
* Generated Xvo's for new Custom Tables.

Project 4:
Organization : Reliance Communications, India.
Designation : Application Developer, Deputy Manager.
Project : *Amdocs Clarify Client Upgrade (13.1 /6.0– 8.1)*

Project Description: CRM Upgrade will focus on uplifting both CRM and Oracle to the most Current versions and Long term **OBJID** solution preserving existing functionalities in production service and improving its current customer experience capability enhancing its sales, marketing and customer service effectiveness. Upgrade ORACLE DB from oracle9i to oracle11g and convert the Amdocs CPM processes to APM and **Clarify13.1 to Amdocs smart client8.1.**

Role and Responsibilities:
- Prepared Upgrade Documentation Based on existing functionality and Business needs.
- Import Clarify 13.1 existing forms, Customized Schema changes merging with 8.1 Baseline Schema.
- Involved in Forms Migration and prepared final schema to upgrade.
- Add new field to site form and populated the data from Database with respect to new changes, Wrote Validations in Bulk case closure functionality.
- Providing the Customization in the smart client using smart client designer.
- Debug, compile existing stored procedure and done required changes as part of clarify upgrade.
- Mapping Interfaces with External system like Billing, CRBT and Phonegen through middleware as TIBCO.

PERSONAL DETAILS:

Father Name : Himmatrao Baliram. Kukade.
Date of Birth : 13th Sept 1987.
Nationality : Indian.
Gender : Male.
Marital Status : Married.
Language Known : English, Hindi, Marathi.
Passport No : L5993146

I hereby declare that all statements made are correct to the best of my knowledge and belief.

Dnyaneshwar Kukade