**Name: Arun Raju B**

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**Contact : 9591440108**

**Technical Consultant**

**Supply Chain Product and Customer Success support**

**OBJECTIVE**

To work in a challenging and dynamic organization where I can utilize my technical abilities, communication skills and leadership qualities acquired during Around 4 years of work experience.

**SUMMARY**

* A total of **6** years of experience as **Technical Consultant** and having knowledge on **Supply chain (JDA(BY)-Inventory Optimization and MPL Products).**
* Contribute to technical support and operations (L2,L3) including core production support functions : Incident Management, Change Management, Problem Management.
* Good (domain knowledge in **Supply chain applications** and very good UNIX and Oracle-SQL/PLSQL application trouble shooting and debugging skillset
* Good understanding of Incident and Change Management Process.
* Involved in Batch Workflow design and technical design of the project.
* Have good knowledge of customizing in JDA like creation of **UDTs,UDCs,FEs, custom processes, searches,** task lists etc
* Good problem solving skills. Has worked on several functional related problems in **JDA(BlueYonder) via JDA**(**Blueyonder)** cases and consultation with JDA vendor support for any product related issues
* Having Knowledge on **Control-M** **scheduling Tool**.
* Acts as primary point of contact & escalation for support issues from customer and Interact with integration infrastructure and varied systems.
* Analyze incidents/change/Problem to identify issue and provide Impact analysis/RCA/Bug fixes.
* Perform Analysis / Coding /Testing and deployment as part of Defect fixes and Monthly enhancement releases.
* Hands on experience in troubleshooting performance issues (optimization of queries, network traffic, Database configuration, indexes and partitions), data fixes, providing bug fixes to core application defects
* Responsible for maintaining clear communication with all stakeholders, ensure no ambiguity. All customer/internal management communications are clearly documented including verbal communication.
* Contribute to knowledge base (domain, functional & technology), ensure project experiences of team are translated into reusable references in the project knowledge bank. Regular review of Knowledge management and improve the level of documentation and readability of knowledge artifacts and Standard Operating Procedures (SOP)

**Technical skills:**

* Programming Skills : SQL, PL/SQL, UNIX commands
* JDA Modules : **JDA SCPO, JDA -Inventory Optimization(8.1 and 2018)**
* Database Scripting : SQL queries, batch scripting
* Databases Tools : **SQL Tools, SQL plus & Toad and Web logic server, Control-M**
* Working Platforms : Windows 7&8 , UNIX ,Control M batch scheduling

**Experience Summary:**

**Application support analyst (JDA Software-BlueYonder.Inc)**

Duration : NOV 2016 to till date

**Project details:**

**Title(Product) : JDA -Inventory Optimization**

**Client**s : FEMSA-Mexico

**Environment** : Oracle-11g, PL/SQL & UNIX.

**Tools used** : PL/SQL Developer & SQL Developer.

**Role** : Application support, Technical Consultant

**Description**:

**FEMSA**, is a Mexican [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [beverage](https://en.wikipedia.org/wiki/Beverage) and [retail](https://en.wikipedia.org/wiki/Retail) company headquartered in [Monterrey](https://en.wikipedia.org/wiki/Monterrey), [Mexico](https://en.wikipedia.org/wiki/Mexico). It integrates the largest independent Coca-Cola bottling group in the world and the largest [convenience store](https://en.wikipedia.org/wiki/Convenience_store) chain in Mexico.BlueYonder. BlueYonder(JDA) maintaining the supply chain planning (SCP) applications (**ESP,IO,SEQUENCING**) for FEMSA. FEMSA supply chain planning operating by using JDA SCPO suite spreading across Aregentina,Central America,Brazil,Columbia,regions and The role is primarily focused on technical and functional support to the end-users. Versions supported include JDA V2016 to JDA V2018 I have been handling Incident Management, problem tickets and change requests.

**RESPONSIBILITES:**

* Always Responsible for Top 5 Priority work Enhancements.
* Technical and operational day-to-day support for JDA Manugistics and data interfaces as well as assistance with other planning activities
* Requirements gathering and Change Requests development
* Primary production support (24x7) for JDA Manugistics batch jobs. Responsible for fixing applications errors, customization code errors and production errors
* Creation of flexible Editor pages, Custom Processes and has done customizations in JDA Manugistics
* Security Administration, User/Role maintenance, Search Manager, Tasks creations and Data Modal Manager modules in JDA Manugistics
* Analyzing the packages, procedures and code fixes.
* Change Requests functional and technical requirements identifications, development, unit testing, UAT and deployments
* Has created several Custom Process in JDA Manugistics has triggered batch process from the custom process and has done process automation
* Responsible for Support Team co-ordination for the project and Resolve the tickets\issues raised of the project.
* Primary Developer for Top 5 BUs Enhancements and Support Activities.
* Mentoring offshore and onshore team with regards to Coding as well as Business insights.
* Responsible Batch Scripts to automate the execution of procedures and other oracle scripts.
* Designed and developed database tables, triggers, cursors, procedures, functions and packages to meet business requirements.
* Completed the entire task assigned to me before SLA time limit.
* Handling UATs, Tickets and Issues raised by Users before / during and after the deployment phase.
* Improved cross-functional alignment with a consensus process that continuously synchronizes plans across sales, marketing, finance, supply chain and product development divisions.
* Enhanced collaboration both internally and with external supply chain and Retail partner’s subsidiaries and joint alliance ventures to develop the right plan for execution.
* Enhancing the application with new functionalities \ Training, Documentation, Knowledge Sharing is my day-to-day activity when it comes to CSD\DND.

**Associate IT Consultant (CrimsonLogic India Pvt. Ltd)**

Duration: 2015 MAY to 2016 NOV

**Project details:**

**Title**: **BAT Leaf.**

**Client**: **British American Tobacco.**

**Technology**: **SQL, PLSQL**

**Role**: **Oracle Developer.**

**Description**: BAT Leaf application helps in achieving the essential capabilities through consistent business processes and information technology tools to increase effectiveness in tobacco production, purchase, inventory management and supply chain efficiency.

**Responsibilities:**

* Work majorly on PL/SQL coding and developing Packages, Procedures, Functions, Tables, Views and Materialized Views for Business rules check to implement business rules.
* Code modification and debugging PL/SQL packages.
* Used Ref cursors and Collections for accessing complex data resulted from joining of large number of tables in PL/SQL blocks and even have experience with exception handling.
* Archived many applications in the existing system and retrieval of necessary data from them.
* Modifying forms, reports and stored procedures & packages, triggers, functions etc. to meet the business requirements.
* Strong analytical, diagnostic and troubleshooting skills displaying ability to work in a fast-paced and team-oriented environment.
* Resolved tickets efficiently, handled various enhancements and debugged defects.
* Upright communication with team members and client on both off-shore and onsite.
* Used Toad for creating and modifying procedures, functions and triggers.

**Part of Migration and Deployment Team:**

* Handle change management, migration and testing in various controlled as well as non- controlled instances.
* Creation of Change Packages, adding various SQL, PLSQL, workflow files to CP and migration of newly developed and changed files to the required instances.
* **Education:**

MCA from Loyola College – 2013.

**[Arun Raju B]**

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