

# DIVYA N R



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Achievement: Driven IT professional with expertise in **Application Development, Support, Maintenance, and Operations**, targeting challenging assignments with a well-established and globally reputed organization.

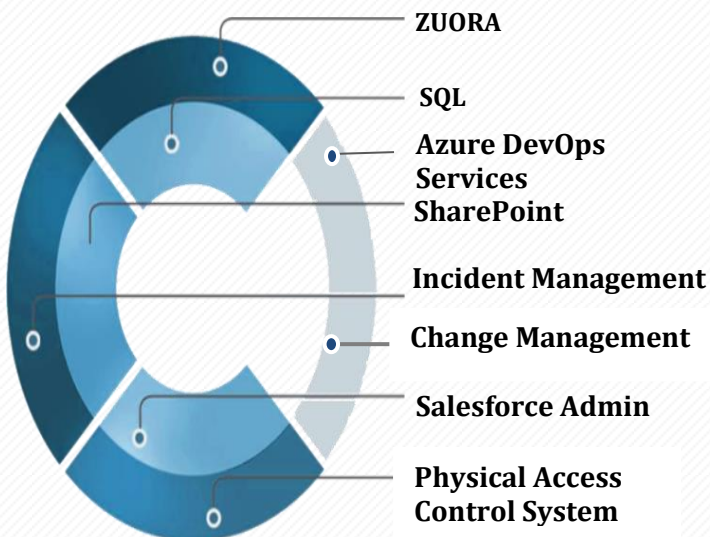


## PROFILE SUMMARY

- ❖ A competent professional offering an experience of **6+ years** in **Application Development, Support, Maintenance, System Integration Testing and Operations**.
- ❖ Skilled in **ZUORA, SQL, SharePoint, and Physical Access Control System**.
- ❖ Diligent in steering improvement initiatives with focus on streamlining and managing processes with proactive planning, introducing new concepts, steering change, so on.
- ❖ Experience in problem-solving involving data understanding and preparation, data analysis, and presenting the analysis result to the client
- ❖ An effective communicator with strong problem-solving and organizational skills



## IT SKILLS



## EDUCATION



**MTech IT (Integrated)** from VIT in 2020



**M.Sc. (Mathematics)** from University of Calicut, in 2015



**B.Sc. (Mathematics)** from University of Calicut, in 2013



**12<sup>th</sup>** from Board of HSE, Kerala in 2010



**10<sup>th</sup>** from Kerala State Education Board in 2008



## TOOLS

- ServiceNow
- Postman



## PERSONAL SKILLS

- ▶ Problem Solving
- ▶ Requirement Elicitation
- ▶ Attention to Details
- ▶ Communication
- ▶ Customer Centricity
- ▶ Time Management



## CAREER TIMELINE



## WORK EXPERIENCE

**Since Feb'16 with Wipro, Bengaluru, Karnataka**

### Relevant Project Experience

- Title : Senior Project Engineer**  
**Client : Philips**  
**Role : Zuora Developer**

### Key Result Areas:

- ❖ Certified Zuora Business Analyst.
- ❖ Played key role in configuring rate plans, Product catalog, Invoice Templates, Workflows.
- ❖ Involved in ZUORA billing, Invoicing, Payments and Reporting.
- ❖ Experience in configuring Payment Gateways, Setting up tax codes and promo codes, configuring tax engines and tax connectors.
- ❖ Played important role in integrating ZUORA with other applications such as SAP, Salesforce, and Prismic.
- ❖ Maintenance and implementation of workflows
- ❖ Played important role in system integration testing
- ❖ RestAPI using Postman

**2. Title : Senior Project Engineer**  
**Client : Microsoft**  
**Role : Sharepoint Support**

**Key Result Areas:**

- ❖ Part of SharePoint admin activities such as user access management and setting up permission groups.
- ❖ Creation of new SharePoint sites, document libraries and lists.
- ❖ Setting up Item Level Permissions
- ❖ Incident management and Change Management

**3. Title : Project Engineer**  
**Client : Shell**  
**Role : Application Support Analyst**

**Key Result Areas:**

- ❖ Engaged in configuration of Physical Access Controls Systems such as ProWatch and HID\_VMS.
- ❖ Engaged in support activities such as user account creation, deletion, and modification
- ❖ Involved in monthly control activities
- ❖ Provided end user support withing the Service Level Agreement
- ❖ Incident Management
- ❖ Change Management
- ❖ Problem Management

**Certifications**

- ❖ Certified Zuora Business Analyst



**PERSONAL DETAILS**

**Date of Birth:** 7<sup>th</sup> October 1992  
**Permanent Address:** Neduvelical Illam, Pombra(PO), Palakkad- 678595, Kerala, India  
**Languages Known:** English, Malayalam, Tamil and Hindi  
**Passport Number:** N3920464  
**Passport Expiry:** 25/10/2025

