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| **EDUCATIONAL BACKGROUND** |
| **B.Tech.** | ECE, GNITS (JNTU – H), Hyderabad | **84.69%** | *2015* |
| **Class XII (State)** | Alphores Girls Junior College, Karimnagar | **96.3%** | *2011* |
| **Class X (State)** | Jagruthi Vidya Nikethan High School, Karimnagar | **92.33%** | *2009* |
| **PROFESSIONAL EXPERIENCE** |
| **Accenture, Application Development Senior Analyst** (Jul ’15 – Present) |
| **Recognitions & Achievements** | * Won **ACE (Accenture Celebrates Excellence)** award - 2017 for extended support post go-live of Kenan Upgrade 3.0 - which involved orders handling and quick analysis on any order failures and fix application issues with quick work around scripts.
* Got recognized frequently by Client and Accenture Senior leadership, also won **Accenture reward Points multiple times** for extending support on Critical issues, helping with effective solution
* **Errand for superior** and have extended support, taken **ownership** on a billing initiative that generated huge revenue to Accenture, and got recognized by Senior Leadership
* Implemented **automation for order handling to capture failed orders** through logs and display on for monitoring and actions
* Recognized with **Team-APEX (FY20 Q1, Q2)** award for proactively keeping an active track in handling issues and resolve them as a good team player
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| **Responsibilities** in Application Support and Development, CRM L2/L3,August 2020 – Till date | * Work on Apex batch classes, Test classes, triggers
* Develop and Modify omniscripts, integration procedures, cards and dataraptors
* Experience in **BSS CRM issues** as L2 support
* Create **functional and technical documents** for reference
* Handle **daily activities** based on request
* Is part of complete AM transition
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| **Responsibilities** in Application Support and Development, CRM L2/L3/L4,2015 - July ‘20 | * Develop **code fixes** for issues in code releases through patches and stories accordingly
* Handle numerous **Warranty scenarios** coordinating with development team
* Collaborate with Business partners on **User Acceptance Testing** for End-to-end bug free deployments
* **Assure** Unit testing and regression is successful before a patch is deployed
* Work on **automation through scripts** for resolving repetitive data issues and have prevented numerous high/critical priority issues
* **Proactive** measures and bug fixes with patching scripts based on the **continuous monitoring** on recent deliveries/changes in environment.
* Implement **different client requests** via CRQs apart from Incidents/Problems reported or also over mails.
* Performing peer reviews and code reviews
* Perform timely responses to all client requests and communicating status to team coordinator and client on a regular basis
* Deliver shell scripts for data fixes and reports
* Coordinate with various other teams for **quick and effective resolution** for representing organization as **one team** for Client.
* Handle **regular sync up calls** on problem management and issue tracking within SLA and with business on activities/tasks planned as a part of Agile modelling
* Lead a **3-member team** for support and make sure team is updated with the current PROD behaviour.
* Running regular BAU queries to identify any bugs or design deviations and suggest for developments.
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| **PROFESSIONAL SKILLS** |
| **Technical** | * **Applications:**  Vlocity, V-CPQ, Salesforce ADM (Certified ADM – 2017), Salesforce App Builder, Amdocs - Clarify
* **Languages:** Apex, Visualforce, SQL, PLSQL, Visual basic
* **Database**: 8i, 10g and 12c
* **Platforms:** Unix
* **Reporting Tools:** Nagios, SiteScope
* **RPA Tools:** Automation Anywhere (Certified Advanced Professional – 2020)
* **Version Controller:** CVS, GIT
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| **Additional** | * **Ticket Handling:** Remedy – USMS, Jira
* **MS-Office:** MS-Word, MS-Excel
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| **SCHOLASTIC ACHIEVEMENTS** |
| **Scholarships** | * Recipient of scholarship of 10,000 from **Sankshema Charitable Trust**
 | *2013-14* |
| **EXTRA-CURRICULAR ACTIVITIES** |
| **Accenture -**  | * Won for Writing Success story at IWD celebrations - Accenture
 | *2016* |
| **GNITS**  | **Achievements** | * Won 1st prize in Technical Quiz, under **ISTE**
 | *2013* |
| * Received **Certificate of Appreciation** for working as volunteer for Street Cause Impact day- Task Marathon
 | *2013* |
| * Won 1st prize in poster presentation on **Applications of Embedded Systems**, under **IETE**
 | *2012* |
| **NSS** | * Worked as NSS Representative
 | *2012-14* |
| * Handled one region in a 3-day polio camp as a part of NSS
 | *2013* |