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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 | | | |
| **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 | | | |
| **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. | | | |
| **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 | | | |
| **Additional** | | * **Ticket Handling:** Remedy – USMS, Jira * **MS-Office:** MS-Word, MS-Excel | | | |
| **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* |