**Debannita Chatterjee**

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| * **7 years of total experience in IT industry** with expertise in **EDC programming and technical support.** Domain expertise in **Clinical trial research**. * Extensively working on **Oracle InForm** (an electronic data capture system) as a subject matter expert. Working on **InForm Architect** as well as **Oracle Central Designer** (EDC developer) on designing new trials and identifying issues with existing trial design. * Good knowledge on integrations like **UMT** (User Management Tool), **IVRS** and **CRF Submit**. * Working on **Auto Deployments** creating and validating baseline and deploying the study. * **7 years of Domain expertise in Healthcare and Life Sciences with detailed knowledge of Clinical Research Industry.** Knowledge and understanding of good clinical practice and regulations associated with clinical trial data handling. * **3 years** of experience in **EDC programming** and **deployment of EDC studies.** * Worked extensively in **Oracle SQL and PL SQL** using tools and technologies like PL/SQL developer, iSQL plus, Oracle SQL Developer 2005. Good knowledge in using **HTML, XML and IIS.** * Create, implement and execute procedures to build and maintain database set-up for paper based and/or web based (EDC) clinical data management systems (CDMS) in standard format or CDISC compliant format as required, including the annotation of CRFs where applicable. * Good understanding of role level data restriction on a clinical trial protocol and how to implement that. * Assist in providing technical solutions to internal or external client enquires. * Thorough knowledge in the ITIL procedures of Service Management. Have acquired **ITIL V3 Foundation certificate in IT Service Management.** * Performed enhancements and technical bug fixes on applications successfully according to business requirements. Good knowledge and experience in using **JIRA (issue tracking tool)**. * Experience in using incident-tracking systems like **BMC Remedy** and **Oracle Service Cloud**. * Maintaining **Known Error Database (KEDB)** for all the technical and functional issues and activities, which include workarounds, solutions, root cause, risk and mitigations. * Work on major and critical Change requests via **Change Management process** in both production UAT environments. * Tactical assessment and identification of gaps in process/technology. **Have presented numerous innovative ideas as Continual Service Improvement on the product and services** which have resulted to hard benefit to the customers and also reduce time of end to end implementation of solution. |

**Professional Summary**

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Role: Technical Engineer

Organization: Oracle Corporation

Duration: Feb 2015 - Jan 2017 and Jun 2019 - present

* Working on Oracle Healthcare and Life science products like Oracle Inform and Central Designer, resolving technical and functional issues faced by end users of the products.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Liaising with CDM and CRA for creating and maintaining data entry forms and pages used for entering Clinical Trial Data using InForm Architect as well as Central Designer.
* Guiding end users on how to use the product and also with issues while using the product
* Creating and maintaining Validation Rules for data integrity and quality.
* Deploying studies in both manual and auto deployment, creating and validating baseline and deploying. Resolving any errors during deployments.
* Working on migrating clinical trials to latest versions and resolving any issues during trial migration.
* Installing and setting up dummy trial on local system to understand and replicate the issue, hence working further into resolving it.
* Involved in developing reusable scripts to reduce the efforts in solving repetitive issues across various customers.
* Worked on the incidents assigned by Triage team and is responsible for providing solutions to Customers within SLA.
* Identify and manage problems, their root cause, and propose a fix to eliminate the problem.
* Ensure that SLAs are met at all the time, to find a solution as fast as possible and communicate to all parties involved, and execute.
* Perform enhancements and technical bug fixes on applications successfully according to business requirements.
* Applying required patches for various release of the product.
* Coordinating with Product management, Engineering team for enhancements, and negotiating the timelines.
* Generating ad hoc reports as per requirement.
* Writing technical knowledge article following Oracle’s policy and posting them onto KEDB.
* Supporting development and implementation of departmental Standard Operating Procedures (SOPs) and work practices, conducting work activities in compliance with all relevant laws, regulations, and regulatory guidelines as well as all client policies and procedures.

Role: Software Engineer

Organization: Tech Mahindra Ltd

Duration: Jan 2011 - Feb 2015

* Working on client’s Shared financial services products for Procurement, Invoicing and Payment of goods to suppliers.
* Work closely with all parties involved and resolve any technical and/or functional issues with the systems.
* Resolve incidents reported by the end user quickly and assuring SLAs are met. Also providing required access to the end users following client’s access management process.
* Maintain Known Error Database (KEDB) for all the technical issues and activities.
* Restore the service in case of outage as quickly as possible with minimum disruption to the business.
* Identify and manage problems, their root cause, and propose a fix to eliminate the problem.
* Continued focus on proposing and implementing Service Improvements in different processes/applications.
* Work on major and critical Change requests via Change Management process and followed client’s best document management practices in preparing File for business approval, pre and post implementation documents and test exhibits.
* Bug fix and enhancements in the application/tools.
* Releasing the code to production.
* Conducted Weekly Problem Management Review Meetings with Service Owner.
* Create SLA metrics reports and conducted monthly service review meetings with the service owners and managers.

**Technical skills**

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| **ORACLE PRODUCTS** | InForm 4.6, 5.5, 6.0, 6.1, 6.2, 6.3 Central Designer 2.1, InForm Architect, Oracle Database 10g and 11g |
| **OPERATING SYSTEMS** | Windows 7, Windows 2000 Professional, Windows XP |
| **WEB SERVER** | Internet Information Services (IIS) 5.0 & 6.0 |
| **TICKETING / ISSUE TRACKING SYSTEM** | BMC Remedy, JIRA, RightNow (Oracle Service Cloud), Salesforce Service Cloud |
| **ITIL PROCESS** | Incident Management, Problem Management, Change and Release Management, Service Request Management |

**Education**

Completed Bachelor Degree in Information Technology from West Bengal University of Technology, India in the year 2010.

**Achievements and Interests**

* Earned ITIL **V3 Foundation certificate in IT Service Management**.
* Received “Customer Satisfaction Award” at Oracle Corporation for getting highest score in customer feedback.
* Received best feedback from customer for providing solution on time and with quality.
* Received ‘Pat on Back’ Award for providing service improvement idea, which results in process simplification and reduced turnaround time of service requests.
* Received appreciation from Application Service head for innovative idea that will give hard benefit to client.
* Awarded ‘Performer of the Week’ for outstanding performance in the Project Level.

**Declaration:**

I hereby declare that the above information is correct to the best of my knowledge and belief.

Name: Debannita Chatterjee