**CHANDRAJIT DEB ROY**

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**Summary/Strengths**:

* **15** Years of IT Experienceincluding 10Years of experience in **L2 Support Engineer** (Customer Application/Production/Product Support).
* Worked as a **Software Engineer** in **VALTECH** (Formerly known as **Majoris**),

Bangalore**,** since August 2004 to July 2006

* Worked as **Software** **Engineer** in **WIPRO TECHNOLOGIES**, Bangalore as **Software Engineer** since August 2006 till June 2008.
* Was working as **Software** **Engineer** in **First** **India** **Corporation (First American Corporation)**, Bangalore since September 2008 till December 2008.
* Was working as **Application Support Engineer** / **Production Support Engineer** in **INFOSYS, Bangalore** since January 2010.
* Was working as **Product** **Support Engineer (Worksoft Certify)** in **SOAIS**, Bangalore since October 2014 till August 2015.
* Currently working as **Technical Software Support Specialist** in **CHR Solutions** since August 2015.

**Certification :**

MB2-712 Microsoft Dynamics CRM 2016 Customization and Configuration

**Honour and Awards:**

* ‘**Certificate of Appreciation**’ **(Individual Extra Miler Award) 2012** for Consistence Performance Within BPM Pega Track – For Consistently Walking That Extra Mile With A Positive Attitude in **Infosys**, Bangalore
* **‘I-STAR Award’ (Infosys Star Incentive Plan) 2012-2013** for stellar performance and the critical role played in the project.
* **‘I-STAR Award’ (Infosys Star Incentive Plan) 2013-2014** for stellar performance and the critical role played in the project.
* **‘Certificate of Appreciation’ (Spot Award) 2012** for exemplary performance in upholding the spirit of **Infosys**.
* ‘**Certificate of Appreciation**’ **(Individual Extra Miler Award) 2014** for consistence performance in meeting client’s deliverable.
* **Extra Curricular Activities** : “**CHR SpeechCraft**” – Being Awarded as the Best Table Topics Speaker For The **Session 2016**.
* **“Spot Award”** for the month **August 2017** in **CHR Solutions** For Maximum Client Tickets Closed & Appreciations From Clients.
* **“Spot Award”** for the month **October 2017** in **CHR Solutions** For Maximum Client Tickets Closed & Appreciations From Clients.

**Education Qualification:**

**Diploma in Electrical Engineering**, Dept. of Technical Education, Assam - 2000

**Bachelor of Electrical Engineering**, Assam Engineering College – 2004

**Post Graduate Diploma in Human Resource Management**, MIT, Pune - 2011

**Project Experience:**

**CHR Solutions**

**Microsoft Dynamic CRM 2016 (8.1.0359) OMNIA Application Support**

Environment Microsoft Dynamic CRM Online 2016 (8.1.0359) Omnia Application,

 Micrososft SQL Server 2014 Management Studio (12.0.5000.0),

 Microsoft ITSM Ticketing Tool,Kasaya Client Server Network

 Connectivity, Share Point 2013

Duration August 2015 – Till Date

Team size 15

Description:CHR Solutions is a leading provider of telecommunications consulting, technology systems and business solutions to telecom companies around the world. CHR's billing and CRM solution, called Omnia360™, transcends traditional billing and relationship management with a complete 'out-of-the-box', pre-integrated customer relationship management and billing solution. Available as a fully-hosted cloud-based solution, managed service or on-site license subscription, this next generation solution empowers communications service providers with a client-centric model for service differentiation and rapid deployment of new services.

**Roles & Responsibility:**

1. Working on the L2 ITSM tickets related the customer's end related to Microsoft Dynamic CRM 365 CRM telecom Application support at different version levels.

2. Troubleshooting the tickets related to the customers problems starting from creating of accounts of customer.

3. Interacting with U.S clients on Calls (Fuze) and Email directly as and when required specially on Critical issues and on understanding client’s requirement.

4. Helping and guiding the Junior Team Members on the issue and Resolving them.

5. Understanding the functionality Workflows of the Microsoft Dynamic 365 CRM telecom application domain.

6. Direct Interaction with Clients to understand their issues and try to resolve them instantly or create a new ticket to work on immediately, depending upon the priority requirement of the business.

7. Creating Opportunities and Orders as per the required Workflows and Tasks to replicate the issues faced by clients and resolve them.

8. Complete Microsoft SQL Server 2014 Management Studio database use for troubleshooting the issues facing by the customer on daily basis and providing the solutions.

9.Select, Join, Update, Insert statements for correcting issues of the Clients from backend.

10. Debugging the issue and creating documentation process which is send to the Development team in relation to bug and Enhancement for further course of actions including creating SCR’s, as and when required in the form of TFS.

11. Deployment of Microsoft Dynamic CRM 365 CRM Application new patch release in the Development & Test environments for all clients.

12. Microsoft ITSM Ticketing Tool for client tickets with specified SLA’s and updates for better communication with the client and bringing to Resolved state.

13. Rectifying Billing issues such as continuity billing for disconnection of telecom services, double billing and Sample Billing invoice issues.

14. Upgrades /Downgrades of Services from Single/Double/Triple play (Telephone +Internet +Video) issues trouble shooting and to resolve.

15. 24X7 Technical Support Assistance to U.S Clients on Rotation Shift Teams by continuity working on ITSM Tickets.

16. Permission issues of the Users both in GUI and in Share Point.

**SOAIS**

**Worksoft Certify Global Support Engineer**

Environment Worksoft Certify Automation Tool, Windows Server 2012

Duration October 2014 – August 2015

Team size 10

Description:The **Worksoft Certify®** Suite is an integrated business process validation solution that automates the complete quality assurance lifecycle for operating companies end-to-end business processes: functional validation, performance and load testing. **Worksoft** technology supports a variety of platforms and operating systems, including SAP Business Objects, Siebel, Oracle, Workday, IBM Maximo, Siemens Team Center.

**Roles & Responsibility:**

‘**Worksoft Certify’** Business Automation tool (**L2 Support**)

* Analyze and resolve issues reported by customers while using the ‘**Worksoft Certify**’ **Version 9.0.2.224** tool.
* ‘**Worksoft Execution Suite** **9.2.0.520’** Installation and usage – **Execution Manager, Impact & Management Studio.**
* Helping the customer and to guide them to install the tool and license providing, both demo and permanent license.
* **Business Process Procedure (BPP)**  - Generating reports from Certify and customize the reports.
* Root-Cause-Analysis of issues faced by the customers while using the tool both functional and technical issues for the cases raised in **‘Sales Force’** ticketing tool.
* Report errors/bugs to Development Team by raising ‘**Test Track’** tickets.
* Automating various business validation manual process of the ‘**Worksoft Certify**’ **Version 9.0.2.224** in order to reduce manual interaction. This will automate the business validation process much faster in less time.
* Processes and Sub-processes testing using different interfaces.
* Creation of Layout and datasets.
* Use of **‘Content Merge’** application for project(s) merge which includes processes, layouts, record sets in **Worksoft Certify**.
* Post Enhancement Testing of ‘**Worksoft Certify’** **Version 9.0.2.224** functionality using different interfaces and different IE.
* Session Testing(s) on new Worksoft Certify patch release(s) using different Interfaces i.e. SAP, FLEX, Web Applications, JAVA and .Net :

Testing using ‘**Certify Capture’** for SAP interface Business Validation

Testing using ‘**Live Touch’** for various interfaces i.e SAP, Flex, JAVA and Web Application

Testing using ‘**Interface Learn’** for mapping objects of various interfaces i.e SAP, Flex, JAVA and Web Application

**Infosys**

**Kraft Food (Mondelēz International)**

Environment Oracle TOAD 9.5 (SQL), PEGA BPM 6.1 SP2 Version (Business Process Management) PRPC TELLUS Application

Duration February 2011 – October 2014

Team size 8

Description: Kraft Foods (Mondelēz International) is a retail food chain present in Europe, America and in Canada. Kraft Foods has been doing business with customers by serving them pizza, beverages and other fast food products. The food chain has been doing the business starting from various Trading Partners like Wal-Mart and TESCO.

**Roles & Responsibilities:-**

* **CRM Application Support (L2 support)** of the **BPM (Business Process Management) PRPC – JAVA Platform**  TellUs Application.
* Analyze and resolve issues reported by customers by means of knowledge databases, technical analysis.
* Root-Cause-Analysis.
* Report errors/bugs to Development Team.
* Providing various **Pega PRPC** (TellUs Application) Testing in all the environments – **Development**, **UAT** and **Production Environment** (Smoke Test) as per the tickets are raised by the consumer using Tracer/Clipboard.
* Replicating the issues faced by consumer in all the environments (as demanded) to find the root cause as per the business logic and flow in the application.
* **Oracle Toad** database for backend investigation and analysis for the TellUs Application and for report generation.
* Have the admin rights to provide resting Password, Template Setting Access or deleting/creating client user account(s).
* Specific steps taken for TellUs Application server maintenance and analyzing the log files of the Application due to slowness of the server node/Application keeping ‘**Pega Cloud Team’** in loop for CPU Utilization and AWS server issues.
* Interacting with the client on ticket status call once a week in order to keep customer the work status up to date @Work In Progress, Enhancement, Waiting on Client Inputs, Resolved.
* Tickets interaction through VOIP/Screen sharing/Screen shot option in order to understand issues faced by the consumer. Therefore have the ability to respond to the client with appropriate manner and hear their concerns and giving them their solution at best.
* Rectifying the failed cases (Human E-mail/Exceptional E-Mail) in Pega Support\_L2 and sending it to the TellUs Application.
* Monitoring Ticket handling using ‘**Pega Cloud Ticketing Tool’** and changing the status as per the SLA.
* Raise SR with the ‘**Pega Cloud Team’** for Pega platform issues which is affecting the TellUs Application business.

**Kraft Food(Mondelēz International)**

Environment CONTROL M 6.4, Electronic Data Interchange (EDI) transformations using WebSphere Partner Gateway  1.0 Version, HP Service Manager 7, Mainframe –JCL, Axway Cyclone Gateway

Duration February 2010 – January 2011

Team Size 8

**Roles & Responsibilities:**

* Creating EDI(Electronic Data Interchange) Gateway Interchange mapping as per client requirement
* Checking & monitoring Axway "Cyclone" Business 2 Business (B2B Gateway Process) for successful/unsuccessful delivery of Inbound/Outbound invoices of the 'Trading Partners'
* Monitoring concern Mainframes JCL jobs which amend and rectifying them and also monitoring the JCL’s using the CONTROL M tool.
* Monitoring the HP Service Manager – “Incident Management” (SM7) SLA’s
* Communicating with onsite on daily basis for ticket and job related issues

**First India Corporation**

**First** **American** **Real** **Estate** **Tax** **Services**

Environment OS/390, NATURAL ADABUS

Duration: September 2008 – December 2008

Team Size: 6

**Description:**

FARETS is in the business of helping Mortgage companies (our customers) to service the taxes on their home loans. To help Mortgage companies process their payments of taxes and to track the Homeowner’s payments FARETS is responsible of processing and reporting tax payments.

**Roles & Responsibility:**

* Involved in Enhancement and support as per business requirement.

**WIPRO**

**Zurich Financial Services**

Environment OS/390, COBOL, DB2, File-Aid

Duration: September 2006- June 2008

Team Size: 6

Description:Zurich Financial services are located in Spain and are into insurance sector. The Insurance Company provides claims for both Auto and Non-Auto claims as per requirement.

**Roles & Responsibility:**

* Working with INTEGRA team and am working along with JAVA people. COBOL-DB2 resource to support the JAVA people where maintenance & coding of COBOL – DB2 program is been given to me**.** FILE-AID debugging tool was used.

**Unitforce Technologies**

**Grange Insurance Group**

Environment OS/390, COBOL, JCL and DB2, File-Aid

Duration August 2004 – August 2006

Team Size 5

**Description**:

This insurance takes care of all motor vehicles like two, four wheelers and heavy vehicles, which share major part of their business. This product provides provision to take in various related information regarding the MV insurance and generates claims.

 **Roles & Responsibilities:**

* Involved in Maintenance & coding with Mainframes for the **Four Wheeler** module
* Involved in Unit Testing