Sujata Naik

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OVERVIEW:

To utilize industry experience (IT, Oil & Gas, Shipping & Healthcare sectors) as a Techno Functional Consultant/Sr Business Analyst in SAP Successfactors, SABA Learning Management Systems, ServiceNow, Allscripts Central and Database Technologies which would be useful to my personal as well as organizational growth.

Work Summary:

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| --- | --- | --- | --- |
| **No** | **Organization** | **Duration** | **Job Role** |
| 1 | Allscripts (Pune) | Jun 2016 till date | Sr Business Analyst |
| 2 | Gavdi MEA (Dubai) | Aug 2014 to Oct 2015 | Techno Functional Consultant |
| 3 | A.P. Moller Maersk Global Services (Pune) | Dec 2011 to Aug 2014 | Sr Application Engineer |
| 4 | ADP (Pune) | Mar 2010 to Feb 2011 | Process Associate |

SKILLSET:

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| --- | --- | --- |
| 1 | Applications | ServiceNow, ServiceNow Community, SAP Successfactors LMS, SABA LMS, Allscripts Central and Central Admin. |
| 2 | Databases/IDE | Oracle, SQL Server, SQL Developer, SQL Server Management Studio. |
| 3 | Report Development Tools | Crystal Report Designer, BIRT (Plateau Report Designer), Power BI, OBIEE. |
| 4 | Frontend Technologies/Scripting Languages | HTML, CSS, JavaScript, XML. |
| 5 | Content Development Tools/Servers | Adobe Captivate, Scorm 1.2, Scorm 2004, AICC Course Content, FileZilla Server. SuccessFactors iContent Server. |
| 6 | Microsoft Tools | MS Teams, MS SharePoint, MS Excel, MS Word, MS PowerPoint. |
| 7 | Ticket/Change Management Tools | Service Now, CA ServiceDesk, BMC Remedy, SAP Solution Manager. |
| 8 | Automation Test Scripting Languages | VB .Net |
| 11 | Test and Requirement Management Tool | Microfocus Silk Central. |
| 12 | Automation Testing Tool | Microfocus Silk Test 18.0 Hotfix 1, Selenium IDE. |
| 13 | SDLC Methodology | Agile, Waterfall, Iteration. |

SUMMARY:

* Implemented numerous business optimization projects related to SAP Successfactors LMS, SABA LMS and ServiceNow Community that improved efficiency, reduced expenses, labor costs, and maximized profit by automating outdated manual processes.
* Worked on multiple reporting tools including Crystal Report Designer and Plateau Report Designer (BIRT) to develop Custom reports as per business requirements.
* Publishing reports and dashboard creation in Power BI services as well as Oracle BI (OBIEE).
* Design, review and delivery of various documents including the Use Case Specifications, Functional Specifications (FSD), Business Requirement Document (BRD), Standard Operating Procedures, Knowledges Articles and Templates.
* Active participation in project planning, design, scope, estimation, resource coordination and delivery as per the specified timeframes.
* Communicating with the business, vendors, stakeholders for updates on ongoing Projects as well as enhancement/change requests.
* Project Management activities which involves Requirement Gathering, Requirement Analysis, Test Planning, Unit test scripts creation, Test data Creation and managing SIT/UAT test cycles in Test Management tool - Silk Central.
* Change and release management for Monthly/Weekly releases related to ServiceNow Community, Allscripts Central and SABA LMS.
* Collaborated deliverables with developers, QA Engineers, stakeholders, business users to gather user's requirements to develop necessary Test plans, Test Cases and Test scripts.
* Following up and getting sign off as well as UAT evidences from business.
* Key player after implementation to check new system and maintain a quality and performance check.
* Updating Announcements and upcoming news on Yammer, Microsoft Teams,   
  ServiceNow Community and SharePoint.
* Worked under high-pressure situations and handled tough client commitments/deadlines.
* Conducted WebEx and Training delivery sessions for clients, stakeholders, vendors, business partners, learning partners, learning heads, HR heads, HR coordinators, Project Teams.
* Successfully played various roles as a consultant, trainer, report developer, and business analyst.

Work Experience:

1. Allscripts (Pune): Sr Business Analyst (June 2016 till date)

* Business Analysis, Software Requirement Analysis, Process Modeling, Process Flow using different Methodologies in SABA Learning Management System, Allscripts Central and ServiceNow Community.
* Hands on capabilities includes Requirement Gathering and Analysis, Creating Specification Documents, Testing, Maintenance, Implementation which supports complete project management activities.
* Development of experiential learning reports using crystal report designer from scratch as well as for customizations/issues if any.
* Documentation of project related information like test execution procedures, backup plans, new tester training documents, maintaining test logs, release notes.
* Community Content Management in ServiceNow Dev, Test and Production.
* Automation Test Scripts recording in Silk Test and linking it with Silk Central for SIT/UAT cycle.
* Test data Creation, SIT/UAT test cycles activation, SIT/UAT Testing and defect tracking in Silk Central.
* Data Visualization/Report and dashboards creation in ServiceNow, Power BI and Oracle BI.
* Change Management and CAB Approval for monthly releases and roll outs in ServiceNow.

*RECENT PROJECTS:*

1. ServiceNow Community Orlando Upgrade (Jun 2020 till Q3 2020)

* This project is to upgrade ServiceNow Community instance to Orlando in order to add additional features to existing products.
* Created Requirements, Unit Test cases, Test Data in Test Management tool Silk Central.
* Applied patches in non-production and production environments.
* Regression testing to check impact on existing functionalities and products. Defect management in Silk Central.

1. SABA Cloud Upgrade (Feb 2020 till Q1 2021)

* Purpose of this project is to replace SABA Enterprise Cloud to SABA Cloud.
* Worked on gap analysis of SABA Enterprise Cloud and requirement gathering of new functionalities which are to be implemented in SABA Cloud.
* Worked on migration of Internal and External Persona, Internal and External Organizations, WBT Offerings, ILT Offerings, Enrollments, Transcripts, Security Roles, Certifications and so on under SABA Cloud Leap Environment.
* Migration and cleanup up of learning data using rapid data imports to achieve domain structure changes according to separate microsites functionality in SABA Cloud Leap for Internal and External learners.
* Usability testing for all the new functionalities which are to be implemented in SABA Cloud Learning as well as SABA Cloud Community.
* Creating and testing microsites. Microapps and portlets for different domains in SABA Cloud Leap.
* Worked on analyzing new functionalities in Analytics Reports to achieve existing experience learning and analytics reports.
* Future state determination of Security Roles, ACL configurations, and Analytics Reports
* Importing internal oracle Integration files to SABA Cloud via Rapid Data Imports.
* Validating Premium Data Extract Package from Saba Cloud and defining process of utilizing and importing it into Oracle database via utilities and APIs.
* Creating Views and Store procedures in SQL Server Management Studio which act as a source to Power BI reports and dashboards. Publishing reports and dashboard creation in Power BI services.
* Requirements and Unit test cases creation for all Security roles, ACL Configuration for Internal/External domains, Analytics reports in Test Management tool Silk Central.

1. ServiceNow Community (Jan 2019 to Dec 2019)

* Purpose of this project was to replace Jive (which had been used in Allscripts Client Connect application) with the Service Now Communities. This also included modifications in the Allscripts Central Landing and Profile Pages for employees as well as clients.
* Requirement Gathering and Analysis of different new content types and features with existing system. Detail documentation, Workflows and Signing off the final requirements.
* Created Requirements, Unit Test cases, Test Data in Test Management tool Silk Central.
* Recorded test scripts for all the test scenarios which impacted existing systems in Microfocus Silk Test and linking the same with SIT/UAT cycles in Silk Central.
* Recorded test scripts for multiple Test Processes and modules related to them. Active data creation to import test data in the Visual Tests.
* Inserting Verifications and Validations in the Visual Tests along with appropriate error/warning messages.
* Managing SIT and UAT testing cycles with defects tracking in Silk Central.
* Data Migration for existing content types such as Product Alerts, Forums, Ideas, Question, Blogs, Documents and videos. Data Validation for all these content types after migration from Jive to Communities.
* Created Stored Procedures and Views to extract user and learning data from Oracle database and utilized the same to create APIs for LMS dashboard in user’s Allscripts Central Profiles.
* Publishing reports and dashboard creation in Power BI services.

1. Allscripts Central Admin Redesign (Jan 2018 to Dec 2018)

* The purpose of this project was to redesign the Allscripts Central Admin portal for Central Admins to get more advanced and robust features to access Client information, dashboards and statistics. Ability to login via SSO with advanced search functionality on the homepage which was inspired by Google search bar providing easy and quick way to search users and organizations.
* Designed Functional Specifications (FSD), Flow charts, Test cases, Knowledges.
* Created Stored Procedures and APIs for dashboards in the portal.
* Created Requirements, Unit Test cases, Test Data in Test Management tool Silk Central.
* Recorded test scripts for all the test scenarios which impacted existing systems in Microfocus Silk Test and linking the same with SIT/UAT test cycles in Silk Central.
* Recorded test scripts for multiple Test Processes and modules related to them. Active data creation to import test data in the Visual Tests.
* Inserting Verifications and Validations in the Visual Tests along with appropriate error/warning messages.
* Managing SIT and UAT testing cycles with defects tracking in Silk Central.

1. Experiential Learning Report development in SABA EC (Jan 2018 to May 2018)

* Managed report creation in SABA using Crystal Report Designer and SQL developer for clients.
* Group by reports creation which can be exported in CSV and PDF Formats with headers and footers on UI.
* Creation of multiple Views and Stored procedures in oracle database and connecting the same with Crystal Report Viewer.

2. Gavdi MEA, Dubai: Techno Functional Consultant (Aug 2014 to Oct 2015)

* Techno functional analysis and testing for various areas of Successfactors Learning Solutions and Cloud based Business Execution Suites (BIZX) for number of clients.
* Analyzing and Creating Competencies for various business units and testing the same for competency and goal management.
* Creating/Amending custom reports using BIRT Tool Plateau Report Designer using JavaScript functions and SQL which can be extracted in CSV and PDF formats. Testing these reports for data validation and importing the same into Staging and Production.
* Managing Connectors (SAP/USER/Learning History) for importing the data into systems and data validation for the same.
* Manual and functional testing whenever a new update or functionality is implemented in Successfactors LMS in Staging and Sandbox for roll outs of different regions such as Europe, USA, APAC.
* Managing Course Content on Successfactors iContent Server, Importing and Testing the same in the Successfactors LMS system.
* Managing incidents, enhancement/change requests in SAP Solution Manager.

3. Maersk Global Service Center, Pune: Sr Application Engineer (Dec 2011 to Aug 2014)

* Functional and Manual Testing of all the functionalities in Successfactors LMS.
* eLearning Content Development and Testing using Adobe Captivate for different content types such as Scorm 1.2, Scorm 2004 and AICC.
* Analyzing and Creating Competencies for various business units and testing the same.
* Creating/Amending custom reports using BIRT Tool Plateau Report Designer, testing these reports for data validation and importing the same into staging and production system.
* Testing whenever a new update or functionality is implemented in Successfactors LMS in Staging and Sandbox environments for roll outs of different regions such as Europe, USA, APAC.
* Incident and Change Request Management in BMC Remedy.

Academic profile:

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| --- | --- | --- | --- | --- |
| Course | Year | Institute | Board/University | University (Marks/Class) |
| PG Diploma in  Advance Computing | 2011 | CDAC (ACTS) | Pune | 62% (FIRST CLASS) |
| BSc Computer Science | 2009 | PVG’s College of  Science | Pune | 69% (FIRST CLASS) |
| H.S.C | 2005 | R.R. Vidyalaya, Bhor | H.S.C. Board, Pune | 60% (FIRST CLASS) |
| S.S.C | 2003 | R.R. Vidyalaya, Bhor | S.S.C. Board, Pune | 83% (DISTINCTION) |

Hobbies:

* Reading books, writing informative/storytelling/travel blogs, writing articles on Quora, Writing food blogs on Zomato.
* Drawing sketches, Playing Guitar and Creating decorative items.
* Exploring diversity of different places and cultures.

ACHIEVEMENTS:

* Rewarded with ‘Cheers Award’ for ‘ServiceNow Community’ Project twice (Oct 2019 as well as Dec 2019) while working with Allscripts.
* Rewarded with ‘Spot Award’ for ‘CHMB Project’ in June 2019 and for Project ‘Central Admin Redesign’ in Nov 2018 while working with Allscripts.
* Rewarded as ‘Best performer of the Year’ while working with Maersk Global Services in 2013.
* Rewarded as ‘Top Performer of the Quarter’ while working with ADP Private Limited Pune in 2010-2011.
* Rewarded with ‘Best Student Award’ for academic year 2002-2003.
* Rewarded with “Best Actor award” in Pune Interschool Drama Competition held in 2001-2002.

Personal Information:

* Name: Ms. Sujata Sudhakar Naik
* Gender: Female
* Date of Birth: 09/10/1987
* Marital status: Unmarried.
* Validity of passport: 6th Dec 2022