**PARAMA SIVAYYA AVULA**

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| **Profile Summary:** |

* Overall 13+ years of experience as a Software Engineer in **InQuira – Oracle Knowledge Management** & **Java/J2ee.**
* Expertise in **Oracle Knowledge Management System**.
* Expertise in **InQuira** (KM / ECM Tool) for past 11+ years.
* Experience in **InQuira** Tools (InfoCenter, Information Manager, Search Admin, Dictionary Manager, Analytics Reporting)
* Sound knowledge in Oracle, and SQL Server databases.
* Good knowledge in **Search Tuning & Grading**
* Excellent client communication skills.
* Played different roles as **Team member, Project Lead, Analyst & Solution Architect**
* Experience in **RightNow** CX Cloud Service
* Expertise in **CRM** - KM integrations.
* Worked on Struts, MVC Frameworks, and J2EE APIS like EJB, JDBC, Apache POI, JNDI, JMS, JAXP , JAAS
* Expert in working with Jira and Confluence.
* Business and IT Analysis (Business Requirement Elicitation, Analysis, Design, Development, Facilitating IT/UAT, Production Rollout, End user Training, Documentation )
* Experience in Enterprise Search and Content Management for KnowledgeBase applications used for **Self-Service portals, Contact centers** and **Service Centers** KB portals
* Experience in Knowledge Centered Support (**KCS**) programs
* Experience in Localization/Internationalization content, World Server
* Delivery & Operations Manager
* Expertise in **Oracle Service Cloud.**

Education

Master of Computer Applications from Sri Venkateswara University, Tirupati in the year 2004.

**Experience Summary**

* Working with **SONY, Lund, Sweden.** Through **Rediflex AB**, Malmo, **Sweden** since 2nd January 2017 on Oracle Knowledge Management (**OKM**) with **KCS** principles. Handling the responsibility of **Solution Manager** & **Solution Architect** on functional enhancement requests and a specialist on tuning and grading of search results.
* Worked with **Cisco Systems, Inc.**, Bangalore through Wipro Technologies, Bangalore through Verinon Technologies, Hyderabad since 10th August 2015 to 11th November 2016, on Oracle Knowledge Management (OKM). Handling the responsibility of **business analyst** on functional enhancement requests and a specialist on tuning and grading of search results. Having Technical expertise in InQuira (Knowledge Management System), Java, UNIX, SQL.
* Worked with **Computer Sciences Corporation India Ltd (CSC)** from 2nd Dec 2013 to 2nd June 2015. Worked on development project of RightNow CX cloud Service& SalesForce projects. Being part of CoE, InQuira team in CSC and working with the pre-sales team. Responsibility includes the training the associates in CRM – ECM integration areas on how InQuira can be integrated with the CRM applications like PeopleSoft, Siebel etc. and also on Oracle Knowledge Management modules like Information Manager, Search Admin, Information Center, Dictionary manager, Analytical Reporting etc.
* Worked with **Tata Consultancy Services** since 21st August 2006 to 29th November 2013 for 7+ years. Worked on Java, J2ee and Oracle during the tenure of work. Handling the responsibility of functional enhancement requests and developing GCRM application, which is the CRM application for the client. Having Technical expertise in InQuira (Content Management System), Java, UNIX, SQL.

Certifications:

Sun Certified Programmer for the Java 2 Platform, Standard Edition 5.0

ITIL® 2011 Foundation Certification - CBT + Exam bundle - Online - DP – APMG

Trainings attended for SFDC – SalesForce Developer & Administrator. (yet to take certification)

Areas/Applications

* Specialized Skills : InQuira (Oracle Knowledge Management), RightNow, SalesFroce, SDL WorldServer, Fatwire,
* Software Development

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| Software Development |  Technologies |
| **Operating Systems** | Windows 2000/NT/XP, UNIX, Mac OS X |
| **Languages** **Databases****Configuration Tools****Servers****IDE****Database Tools** | Java, J2ee, PL/SQL, StrutsOracle 10g, SQL ServerSVN, CVS, Star Team, Tortoise HGTomcat, Weblogic, WebsphereEclipse, WRADOracle SQL Developer |

Career Profile

Jan’17 to Present : Sony Mobile Communications

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| **Project:**  | **Knowledge Base Applications** |
| **Client:**  | Sony Mobile Communications, Sweden |
| **Location:**  | Sony Mobile Communications, Lund, Sweden |
| **Duration:**  | (January’17 – Present)  |
| **Role:**  | **InQuira Solution Architect** |
| **Project Description:** Sony’s GIS provides the insight and analysis Sony needs to anticipate Contact Center and Repair Center needs and build lasting, profitable agents experience and relationships. This project helps all the agent and internal people to access Knowledge base and use the knowledge to provide solutions to the customer’s daily problems with the Sony mobile devices. |
| **Responsibilities:*** Develop the enhancement functionalities with in KB aligned with KCS
* Review metrics on a monthly basis
* Host periodic calls to discuss Regional specific trends of KB use
* Create a standard process for search improvements
* Work cross functionally with other teams working on search, Siebel and Support Web
* Generated Reports using SQL as per business requirements
* Support Business team with their demands as and when required
* Setting up a new stage environment similar to the production
 |
| **Technologies Used**  | Windows 7/2012-R12, SQL Server, Java, InQuira (Knowledge Management System). Weblogic, Apache Tomcat |

Aug‘15 to Nov’16 : Cisco Systems, Inc.

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| **Project:**  | **Employee Experience Information Query - EEIQ** |
| **Client:**  | Cisco, India, UK, U.S |
| **Location:**  | Cisco, Bangalore, India |
| **Duration:**  | (August’15 – October 2016)  |
| **Role:**  | **InQuira Program Manager – Search tuning & grading specialist** |
| **Project Description:** Cisco’s Global Business Solutions (GBS) provides the insight and analysis Cisco needs to anticipate Employee needs and build lasting, profitable employee experience and relationships. GBS helps Cisco align employee relations, goals and objectives to the overall direction of the company. GBS helps Cisco anticipate employee needs based on historic trends to develop employee experience and new initiatives. The project involves providing new functionalities / enhancements to the client in the existing system of Global Customer Relationship Management (Java). These new enhancements has to be planned on quarterly basis and after doing the feasibility analysis, these are designed and delivered to client by going through development cycle. |
| **Responsibilities:**This is an individual contributor role performing the following tasks* Review searchability of all new published content
* Review metrics on a monthly basis
* Host periodic call to discuss theatre specific trends
* Create a standard process for search improvements
* Lead maintenance of knowledge dictionary
* Work cross functionally with other teams working on search (Smart Support) / one search
* Accountable for keeping the click thru rate above 70%. No search results less than 10%. Quality Monitor results above 85%
* Create standard Operating procedure, plan for database refresh to keep quality monitor in Dev in sync with prod.
* Generated Reports using SQL as per business requirements
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| **Technologies Used**  | Windows 7, Oracle 10g, Java, SQL Develper, Eclipse, Unix, InQuira (Knowledge Management System). Oracle Application Server, Apache Tomcat |

Jan‘15 to June’15 : Computer Sciences Corporation (CSC)

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| **Project:**  | **Supplier Portal – SalesForce**  |
| **Client:**  | CPA Global, UK |
| **Location:**  | CSC, Bangalore, India |
| **Duration:**  | (Jan’15 – June’15)  |
| **Role:**  | Professional 2 – Technology Analyst |
| **Project Description:**  CPA Global is a UK based client, it deals with patent renewal system. CPA global is in to Insurance domain. Supplier portal is based on SalesForce Cloud service where all the information can be retrieved or updated through user interface. And AS400 mainframes works as a back end system / database. Whenever any data is uploaded / created by agents at the PRS, Mainframes. A web service will be called to transfer the latest data to gateway interface from which the data will be pulled in by the web services at Salesforce side.  |
| **Responsibilities:*** Handling any kind of bug or enhancement which involves Salesforce Configuration / integration.
* Providing solutions to issues related to Salesforce.
* Identifying major/minor issues or SRs and resolving them
* Working on change requests related to Salesforce configuration.
* Handling issues related to integration between Salesforces and other PRS system.
* Working in project management and quality related activities of the project.
* Documenting the process / steps for repetitive issues.
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| **Technologies Used** | Windows 7, Citrix remote client OS, Oracle 10g, SalesForce CX Cloud Service, AS400 Mainframes, SQL |

Sep‘14 to Jan’15 : Computer Sciences Corporation (CSC)

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| **Project:**  | **PlaySpan - Oracle RightNow** |
| **Client:**  | VISA |
| **Location:**  | CSC, Bangalore, India |
| **Duration:**  | (September’14 – Jan’15)  |
| **Role:**  | Professional – Technology Analyst |
| **Project Description:** As Part of RightNow team, working on RightNow CX cloud Service February 2014. It is an existing project and new requirement is to enhance the existing application with 5 new requirements which includes setting up a new testing environment, Generating the Audit Log view report and Agents Activity performance, Working on the feature of Masking the critical data like Credit cards, account number, PAN etc. Archiving the content restricted to certain period and accessing the archived content in the Rightnow cloud service. . |
| **Responsibilities:*** To explore the RightNow CX cloud service and to train the associates on Rightnow apps cloud service
* Setting up a new testing environment with RightNow CX cloud service – February 2014.
* Generating new customized reports, Audit log View report is the one which includes ‘Read’ status in its logs report when an incident is opened.
* Generating a new customized report called ‘Agent average time handling’, showing the information of Agents work Effectiveness, like Agent name, Incident Edit time, total responses sent, Average handling time.
* Masking the critical data like credit card number, account number, PAN etc.
* Archiving the closed incidents data on certain period criteria.
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| **Technologies Used :** | Windows 7, Citrix remote client OS, Oracle 10g, RightNow CX Cloud Service |

Dec‘13 to Aug’14 : Computer Sciences Corporation (CSC)

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| **Project:**  | **Part of CoE / Pre Sales team** |
| **Client:**  | CSC |
| **Location:**  | CSC, Bangalore, India |
| **Duration:**  | (December’13 – Aug’14)  |
| **Role:**  | InQuira Professional – Technology Analyst |
| **Project Description:** Part of CoE team in CSC and working with the pre-sales team. Responsibility includes the training the associates in CRM – ECM integration area on how InQuira can be integrated with the CRM applications like PeopleSoft, Siebel etc. And to train the associates on Oracle Knowledge Management modules like Information Manager, Search Admin, Information Center, Dictionary manager, Analytical Reporting etc. |
| **Responsibilities:*** To train the associates on all Enterprise Content Management concepts
* Prepare power point presentations on InQuira concepts.
* To train the associates on Oracle Knowledge Management modules like Information Manager, Search Admin, Information Center, Dictionary manager, Analytical Reporting etc.
* Working in project management and quality related activities of the project.
* Working on Peer –Reviews on Seibel CRM projects.
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| **Technologies Used :** | Windows XP, Oracle 10g, Java, SQL Developer Eclipse, Unix, InQuira (Knowledge Management System), Oracle Application Server, Apache Tomcat. |

Oct‘09 to November’13 : Tata Consultancy Services

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| **Project:**  | **iKnow – InQuira Based Applications (Production support)** |
| **Client:**  | Apple Inc., U.S |
| **Location:**  | TCS, Bangalore, India |
| **Duration:**  | (October 09 –November’13)  |
| **Role:**  | **Project Lead** |
| **Project Description:** Apple’s Global Customer Relationship Management (GCRM) provides the insight and analysis Apple needs to anticipate customer needs and build lasting, profitable customer relationships. GCRM helps Apple align sales, marketing and customer relations, goals and objectives to the overall direction of the company. GCRM helps Apple anticipate customer needs based on historic trends to develop product improvements and new initiatives. This, in turn, leads to increased sales through better timing.The project involves providing new functionalities / enhancements to the client in the existing system of Global Customer Relationship Management (Java). These new enhancements has to be planned on quarterly basis and after doing the feasibility analysis, these are designed and delivered to client by going through development cycle.  |
| **Responsibilities:*** Handling any kind of bug or enhancement which involves InQuira Configuration / integration.
* Deployment of InQuira in the project.
* Providing solutions to any issues related to InQuira.
* Identifying major/minor issues or SRs and resolving them as part of support activity.
* Working on change requests related to InQuira configuration.
* Mentoring juniors and leading the team from offshore.
* Direct client interacting on requirement analysis.
* Coordinating between other teams in day to day activity.
* Worked with partner vendors in migration and deployment activities.
* Working in project management and quality related activities of the project.
* Doing Peer –Reviews.
* Generated Reports using SQL as per business requirements
 |
| **Technologies Used :** | Mac OS X, Oracle 10g, Java, SQL Developer, Eclipse, Unix, InQuira (Knowledge Management System), SDL WorldServer, Fatwire, Oracle Application Server, Apache Tomcat |

Aug‘08 to Sep’09 : Tata Consultancy Services

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| **Project:**  | **iKnow – InQuira Based Applications (Development)** |
| **Client:**  | Apple Inc., U.S |
| **Location:**  | TCS, Bangalore, India |
| **Duration:**  | (August 08 - September 09)  |
| **Role:**  | Application Software Developer |
| **Project Description:** iKnow is an integrated and flexible platform which would provide a highly leveraged single platform for all AppleCare businesses and support straight-through business processing. iKnow hosts & provides different type of articles to the Apple Inc customers. We have implemented the search functionality using InQuira (Content Management System), which is available to the end users at <http://support.apple.com>. iKnow would become the backbone of Apple’s Knowledge Management System.Agent Master Provisioning (part of iKnow) is to Automate the InQuira account Creation, Updating, Deletion and Disable process. The Scope of this Project is to Provide Java API s to Apple for creating, updating, deleting, disabling of Apple internal Agent accounts using InQuira CMS. |
| **Responsibilities:*** Working on CRM – InQuira integration which acts as a Knowledge management.
* Deployment of InQuira in the project.
* Identifying major/minor issues or SRs and resolving them as part of support activity.
* Implemented new Interfaces for CRM and InQuira integrated applications.
* Working on change requests related to InQuira configuration.
* Direct client interacting on requirement analysis.
* Working on quality related activities of the project.
* Involving in Requirements gathering.
* Doing Peer –Reviews.
* Sending weekly status report to onsite coordinator
* Involved in manual testing of the application and Junit.
* Generated Reports using SQL as per business requirements
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| **Technologies Used** | Mac OS X, Oracle 10g, Java, Web Services, Eclipse, InQuira (Knowledge Management System), Apache Tomcat |

May‘07 to Jul’08 : Tata Consultancy Services

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| **Project:**  | **Performance Evaluation System (PES)** |
| **Client:**  | Bank Of America, US |
| **Location:**  | TCS, Bangalore, India |
| **Duration:**  | (May 07 - July 08)  |
| **Role:**  | Software Engineer |
| **Project Description:** PES (Performance Evaluation System) is an integrated and flexible platform, which would provide a highly leveraged single platform for all BOA businesses and support straight-through business processing. This platform would comprise of the all Performance Evaluation of Deliverable made by customers to the BOA. PES system also involves the development of a J2EE based integrated platform through which the various reports will be generated based on deliverables. |
| **Responsibilities:*** Analyzing and designing solutions for the deliverables.
* Handled by single person covering all functionalities in the project.
* Developed the presentation layer using XLS reports, HTML and JavaBeans at backend.
* Java Servlets are developed at server side for handling requests and responses.
* Involved in manual testing of the application
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| **Technologies Used :** | Windows XP, Oracle, Java, Oracle, HTML, JSP, Servlets, Junit, WebSphere |

Aug‘06 to Apr’07 : Tata Consultancy Services

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| **Project:**  | **GWMP (Global Wealth Management Platform)** |
| **Client:**  | SEI Investments, US |
| **Location:**  | TCS, Bangalore, India |
| **Duration:**  | (Aug 06- Apr 07)  |
| **Role:**  | Software Engineer |
| **Project Description:** SEI GWMP (Global Wealth Management Platform) is an integrated and flexible platform, which would provide a highly leveraged single platform for all SEI businesses and support straight-through business processing. This platform would comprise of the SEI IIT (Independent Information Technology), GIPP (Global Investment Processing Platform) and all the External systems used. SEI Desktop involves the development of a J2EE based integrated platform through which the various clients of SEI – a leading global provider of asset management and investment technology solutions – could transact. |
| **Responsibilities:*** Analyzing and designing solutions for the deliverables.
* Involved in Relationship Management functionalities.
* Developed the presentation layer using JSP’s , HTML and JavaScript.
* Java Servlets are developed at server side for handling requests and responses.
* Involved in manual testing of the application.
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| **Technologies Used :** | Windows XP, Oracle, Java, EJB, JSP, Servlets, Struts, Junit, Star Team, Weblogic |

**PERSONAL DETAILS**

**Name as in passport** : Parama Sivayya Avula

**Sex**  : Male

**Nationality**  : Indian

**Marital Status** : Married

**Designation** : Knowledge Management – Solution Architect

**Location** : Bangalore, India

**Contact Telephone** : +91 9986433914

**Passport Details** : Passport Number - P6484912

 Place of Issue - Hyderabad

**Sweden Work Permit** : Valid till February 2021

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