**POOJA MALLIK S P**

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**Mobile:** +91 9945004142

**OBJECTIVE:**

To obtain a challenging position in a dynamic organization and be an integral part of growth oriented company. To utilize and grow my analytical, research and technical skills in IT-Retail Domain.

**PROFESSIONAL SUMMARY:**

* Have over 4 years of experience in Retail domain on Mainframe Technology.
* Experience in JDA Demand and fulfillment.
* Technical Expertise in **COBOL, JCL, DB2 and MYSQL** and tools like Endevor, Xpeditor, File-Aid and Abend Aid.
* Sound Knowledge on Retail supply chain management.
* Proficient in managing the software Release management operations involving requirement gathering, and deployment of codes to lives.
* Proficient in Environment build and data refresh in testing environment.
* Good analytical and logical skills.

**AREAS OF EXPERTISE:**

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| --- | --- |
| Primary Skills | COBOL,JCL,DB2,C, HTML |
| Operating Systems | IBM-MVS,Z/OS,Windows |
| Project Acquired skills | COBOL, JCL, REXX,CICS |
| Databases | DB2 |
| Tools & Utilities | CA7, DMOL,INSYNC,ZEKE, Abend-Aid, SPUFI, OLV, FILE AID, ABEND AID,  ENDEVOR, EXPEDITOR, TSO/ISPF & VSAM  REMEDY with Smart IT 1.6.0 |
| Version Control Tools | Endevor, Clear Case |
| Domain Knowledge | Retail Domain – Supply Chain Management |
| Methodologies | Agile and Waterfall Model |

**PROFESSIONAL EXPERIENCE:**

* Worked as Software Engineer at **Lowe’s Services India Pvt. Ltd**, Bangalore from May-2015 to June 2018.
* Worked as Graduate Software Engineer at **Tesco HSC**, Bangalore from July 2014 – May 2105.

**Lowe’s Services India Pvt. Ltd**

**Projects Undertaken:**

**Project Name : Demand and Inventory Planning, Imports**

**Role :** Associate Software Engineer

**Environment :** IBM-MVS

**Project Description:**

Lowe’s Companies, Inc is a FORTUNE® 50 home improvement company serving more  than 18 million customers a week in the United States, Canada and Mexico. Founded in 1946 and based in Mooresville, N.C., Lowe’s supports its hometown Charlotte region and all communities it serves through programs focused on safe, affordable housing and careers in the skilled trades. Lowe’s India was founded in 2014; the teams work closely with the US teams to make a difference in the large home improvement business.

Demand and Inventory planning is a Supply chain management process involving  demand planning to create reliable forecasts for products so that they can be delivered  at the right place at the right time and in the right quantity to the satisfaction of the  customers.

This is one of the important projects which includes various modules like Autobill, Replenishment, PO Direct, Inventory Management, Supply Chain Management, INFOREM etc.

**Roles & Responsibilities:**

* Good Functional Knowledge in Demand & Inventory Planning.
* Doing requirement analysis & Impact analysis on the assigned projects.
* Created understanding documents that helped the team in understanding the functionality of the system.
* Created SOPs for D&IP applications that helps the team in resolving repeated issues.
* Functional knowledge transfer sessions to new joiners in the team.
* Implement the new changes and provide warranty support after the implementation.
* Supporting the application from business point of view during the issues.
* Taking care of Customer Requests like SR and IM where the end users will come up with number of business and technical queries by analyzing the root cause of the issues.
* Involve in root cause analysis & provide feasible permanent solution for the defects.
* Coordinate with the offshore and onsite team members.
* Analyzing problem and provide short term and long term fixes.
* Coordinating with technical and business teams located in different geographies and time zones to achieve project milestones.
* Driving issue resolution within SLA.
* Provide L2 and L3 support for the Demand and Inventory planning and Transportation and Imports of Supply Chain Management.

**Tesco HSC**

**Projects Undertaken:**

**Project Name : Better Grocery Ordering Phase-2**

**Role**  : Developer

**Environment** : IBM-MVS

**Project Description:**

This project aims to add the two new calc-methods to make a better ordering.

***Roles & Responsibilities:***

* Involved in analyzing the system and business.
* Involved in amending 7 online screens.
* Involved in amending critical batch programs.
* Involved in building test suit in user environment.

**Project Name : CR Support (Retail)**

**Role**  : Support

**Environment** : IBM-MVS

**Project Description:**

Working in a largest retail companies based in the UK.CR support is a project where we have to monitor the ST/CAT/Prod Jobs which runs 24/7.

***Roles & Responsibilities:***

* ABEND analysis to support the production batch.
* Production support issue fixing.
* Root cause analysis.
* Coordinate with the offshore team members.
* Answering the queries through mail and SPOC calls.

**AWARDS & RECOGNITIONS:**

* Awarded with **Tesco Value awards** from Business stakeholders.

**EDUCATIONAL QUALIFICATION**

* **B.E in Information Science from Malnad College Of Engineering in 2014.**
* **II PUC from Venkateshwara PU College, Karnataka State Board in 2010.**
* **Standard 10th fromSri Aravinda School, Karnataka State Board in 2008.**

**PERSONAL DETAILS :**

**Father’s Name :** Mr S S Panchaksharaiah

**Mother’s Name** **:** Mrs Asha Kumari M C

**Present Address :** D/O S S Pachaksharaiah,

‘AMMA’, 1st main,2nd cross,Shankaracharya road,

Vidhyanagar,

Hassan

**Date of Birth :** 11 FEB 1993

**Marital Status** **:**  Married

**Mother Tongue :** Kannada

**Hobbies and interests :** Sports, reading novels.

**Nationality :** Indian

**Languages known** **:** English, Kannada and Hindi

**DECLARATION:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars**.**

**DATE :**   **(POOJA MALLIK S P)**

**PLACE:** Hassan