**AVINASH VAYALAPALLI**

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**Summary:-** JDA WMS Techno-functional analyst with 20 months of IT experience. Knowledge in technical and functional areas of Warehouse Management Systems. Working on JDA WMS Dispatcher(2014 & 2016) and JDA WMS Discrete v2012 and v2014 warehouses.

**JDA WMS**

Good knowledge of Incident management, Problem management, Change management.

Was part of support & maintenance activities including resolving issues related to WMS.

Able to create help articles as soon as the issue is resolved and root cause is known.

Work with stakeholders, business users in case of critical issues and resolved them by communicating stakeholders and found out the root cause.

Have good skills in converting business problems into technical solutions.

Accountable for on delivery of all initiatives and programs managed.

Good communication and presentation skills.

**EXPERIENCE**

Having of total Experience of 20 months.

Present WMS Support Executive at Tata Consultancy Services.

Project:- Warehouse management systems.

**RESPONSIBILITIES**

Handling the Incidents and Requests related to WMS application. Resolving the Incidents to ensure no issues in application usage. Resolving the incidents using back-end and front end.

Analyzing problem management issues to find out the root cause and resolve them through bug fixes and enhancements.

Handled the LINUX maintenance activities of our servers without any issues and communicated to all the business users.

Created knowledge articles if new issues were found and resolved and shared among the team.

Writing SQL queries codes to perform back-end data changes if application fails to update correctly in some scenarios or based on user requests through change controls.

Knowledge of SQL and UNIX.

**EDUCATION**

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| --- | --- | --- | --- | --- |
| COURSE | UNIVERSITY/  BOARD | INSTITUTE | YEAR OF PASSING | CGPA/PERCENTAGE |
| B.Tech –  Electrical & Electronics Engineering | Andhra University | Anil neerukonda institute of technological and sciences | 2019 | 7.21 |
| Intermediate | A.P Board of Intermediate | Sri Chaitanya | 2015 | 84.7% |
| 10th class | C.B.S.E | Kendriya Vidyalaya No.2 | 2013 | 6.8 |

**TECHNICAL SKILLS**

* C
* Unix/Linux
* SQL
* Worked with tools like Oracle SQL, PuTTy, JDA WMS Dispatcher, JDA WMS Discrete and Lextedit.
* Ticketing tool :- Service Now
* MS Office (Word, Power Point, Excel)

**INTERPERSONAL SKILLS**

Adaptable and Fast Learner

Good Analytical skills

Problem solving

Team player