

NAIMISHA JAMI

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CAREER OBJECTIVE

I am an enthusiastic inquisitive developer who wants to apply skills and build a successful career for myself to improve my professional knowledge, which in turn would help the organization I am working for by achieving its goals.

PROFESSIONAL SUMMARY

- Current role - Senior Systems Engineer
- Have 2.11 years of experience as an oracle developer in design, analysis, development, testing and implementation of web and client server applications.
- Experience in writing packages, stored procedures/functions, views, etc. using PL/SQL developer.
- Ability to learn & develop using new technologies quickly.

SKILLS

- Databases: PL/SQL
- Languages: Python, C#.NET.
- Other: Basic unix, MongoDB, JSON, XML, Bootstrap, HTML, CSS
- Development Tools: Visual Studio, PL/SQL Developer
- OS: Windows 2010/07

PROFESSIONAL EXPERIENCE

INFOSYS LIMITED, Hyderabad

(August, 2018 - Present)

Industrial and Commercial Customer Migration

Client: E.ON, UK.

Languages / Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX

Description:

The Perseus programme is the migration of the E.ON Industrial and Commercial (I & C) customers from legacy IT systems (ICE associated) to the new application suite called Pavement2.

Pavement2 is developer for nPower and will now be strategic platform for E.ON I&C customer management.

1. Final Invoice and Reconciliation

Sending account balance details from ICE to Junifer for all migrated customers automatically on daily basis till migration is complete.

2. Bulk Change of Agents (BCOA)

Prior to the migration of E.ON I&C meter points from Ma98 to the Pavement platform, E.ON needs to carry BCOA process in order that Pavement's market participants incumbent at the time of migration. This pertains to market participant roles Data Aggregator (half hourly), Data Collector (half hourly), Meter Operators. MA98 currently does not have an automated BCOA process, but it already does have an ad-hoc manual COA process. BCOA process is being used by the existing process to execute the flow automatically.

New Connections - Summary Statement

Client: E.ON, UK.

Languages / Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX.

Description:

E.ON has a number of large developers in New Connections all with a large number of plots. Each of these plots are billed singularly which means developers each receive a large number of individual bills rather than a high level summary. This drives a large amount of demand into the business as developers either send back the individual bills to E.ON or call in for any queries.

Analyzed feasibility and impact on existing system to produce a summary statement along with emailing of singular bills to the developer. Emailing of reports/bills as required by suppressing printing - paper bills for simple developers who opted in. There by reducing printing cost for high volumes of singular bills. Further reduction in number of queries for the working call centers and complex queries answered in a go. Increase in revenue gain as developers would be paying money in lump sum. Automated business logic in editing data records. Debt negotiation discussions made easy as money owned can be calculated for client/developer.

Refer a friend

Client: E.ON, UK.

Languages/Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX.

Description:

E.ON has engaged MentionMe to provide a referral capability. The MentionMe system required a periodic feed of new acquisitions to drive referral detection. A regular scheduled process will extract customer eligibility changes and send the data to MentionMe.

Channel Enablers

Client: E.ON, UK.

Languages/Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX.

Description:

As a part of Sunrise program, eon and nPower are required to perform technical migration of residential customers. As a part of solution, it's been mutually decided that existing industry process – Change of Supplier with some modifications is renamed to Enhanced COS (ECoS) will be leveraged to achieve the initial stages of migration. This will migrate approximately 3.6 million meter service points from nPower to E.ON.

Price Protection

Client: E.ON, UK.

Languages/Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX.

Description:

Price protection was implemented as a result of the OFGEM Retail Market review. Its intention was to protect a customer from financial detriment by freezing their prices until they switch away from E.ON as a supplier. The price protection period is in place for 20-49 days from the point of tariff change. This change could be a price increase, rewards, discount or a change to the T&C's that has a detrimental impact on the customer.

Next Best Action

Client: E.ON, UK.

Languages/Tools: PL/SQL Developer, Oracle, Putty, Filezilla/WinSCP, TFS, Dimensions, HPALM, Fiddler, codeIDX.

Description:

About 12.5k complex customers were left on a complex meter tariff, which caused system issues and compliance risks. The best option for these customers was to have a meter exchange and move to simpler meters. Similarly, Next Best Actions project

provides our front-line colleagues with the information and tools which allows them to correctly identify what Next Best Action should be approached on the call with the customer.

Development of prompts outlining top 3 NBA which clearly identifies features and benefits of each NBA. Capture key information e.g. renewal dates, current service providers, boiler information, etc. Record objection reasons. Feedback customer level results to refine and optimize NBA model.

RESPONSIBILITIES

- Worked on requirement analysis, design and development, unit testing, system and integration testing using PL/SQL developer.
- As a team player the role was oracle developer and to complete the user stories to meet the requirements.
- Responsible for writing packages, stored procedures/functions, views, etc. using PL/SQL developer.
- Written shell scripts to automate the process.
- Responsible for writing and executing test cases, fixing defects and deployment of code.
- Client interactions through stand up calls.

INTERNSHIPS

INFOSYS LIMITED, Mysore (Feb, 2018 - Aug, 2018)

- Trained in several programming languages (Python, C#) and frameworks such as .NET and SQL.
- Successfully created a dynamic four pictures one word game from scratch as a part of a team.

COVALENSE, Bangalore (May, 2017 – Jul, 2017)

- Worked on Covalense Management Information System (cMIS) as a part of a team.

INTERNSHALA, WFH (Aug, 2016 – Aug, 2017)

Worked as an Internshala Student Partner by promoting Internshala and its products in college successfully.

MYTOOTLE, WFH (Aug, 2016 – Aug, 2017)

Worked as a social media intern looking for talents around the globe.

EDUCATION

B-Tech in Computer Science and Engineering (Aug, 2014- May, 2018)

International Institute of Information Technology, Bhubaneswar (GPA- 7.63)

Board of Intermediate Education
Sri Gayatri College, Visakhapatnam

(Aug, 2012- Apr-2014)
(Percentage – 97.4%)

Board of Secondary Education
Narayana Olympiad School, Hyderabad

(Apr, 2011- Apr, 2012)
(GPA – 9.5)

KEY STRENGTHS

- Excellent communication skills, both verbal and written
- Team player
- Willing to learn
- Self-Motivated and Goal Oriented
- Flexible and adaptable