MAYANK MITTAL

TECHNOLOGY ANALYST

INFOSYS LIMITED, BANGALORE, INDIA

TOTAL EXPERIENCE : 5.4 YEARS

A Software Engineer with 5+ years of successful career with diverse roles, distinguished by commendable performance in Software development (PL/SQL) and Oracle Applications.

A highly motivated and ambitious individual able to give timely and accurate support to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision.

Experienced in project execution and client support in all phases of product development and management. Demonstrated history of working with some premium customers of Infosys, client handling and support, project execution and coordination with cross-functional teams.

TECHNICAL RESPONSIBILITIES:

- Identifying functional and technical gaps, estimating work, designing custom solutions, programming, scheduling, producing documentation, preparing test case documents and providing production support.
- Performing fundamental administrative tasks including registering applications and reports, defining new users, responsibilities, and setup lookups and value sets in the application.
- Working with different Functional & Technical teams to support existing systems and implement new systems, processes, and procedures.
- Resolving Jira Tickets and Defects including High Business priority troubling tickets, within the SLA timeline.
- Designing, developing, testing and executing various components across different instances.
- Performance tuning of SQL queries which enhance the overall performance of the programs.
- Coordinating with Onsite Team and Client Team for requirement changes, code design changes, package enhancement, bug fixes, data fixes and other activities.
- Conducting Audit to verify client specific guidelines are being followed by all the team members.
- Taking Knowledge Transfer sessions and developing Knowledge documents explaining various business flow.

PROFESSIONAL SUMMARY

To be associated with a progressive organization that gives scope to apply my knowledge and skills

SPECIALIZATIONS

- Requirement Analysis
- Technical Solutions
- Proof of Concepts
- Testing
- Analysis and Debugging
- Code and Application Development
- Co-ordination with Clients
- Project Execution
- Normalisation Support

QUALIFICATION

B Tech : Mechanical Engineering (2011-15) from Maharishi Markandeshwar University, Maharishi Markandeshwar Engineering College (Ambala, India) with 7.7 CGPA

CONTACT DETAILS

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TECHNICAL SKILLS

- Oracle Applications
- PL/SQL
- Oracle XML Publisher
- BI Publisher
- SVN and Kintana
- JIRA
- SQL Developer and Toad
- Oracle Reports Builder
- Tidal Scheduler

CERTIFICATIONS

- Agile - Scrum Practice
- Design Thinking
- Microsoft Excel
- Creative Confidence
- Leadership and Management
- Career Edge - TCS iON.

OTHER RESPONSIBLITIES

- Project Coordination
- Product Development
- Team Management
- Root cause analysis with Technical and Quality experts.
- Brainstorming and optimizing ways to implement and improve any particular functionality.
- Fixing defects reported during different testing phases and product development.
- Providing support during the project go-live and normalization period.

HOBBIES AND INTERESTS

- Trekking
- Cooking
- Listening Music

PROJECTS:

LinkedIn Corporation (July 2019 - Till Date)

LinkedIn Online Business is B2C (Business to Customer) in nature. 40% of LinkedIn revenue comes from its online business. The online business involves placement of online orders, credit card authorizations, subscriptions, cash receipt processing, etc. To support these functions LinkedIn has custom application and functionality tightly integrated with Oracle EBS. All of these functions are part of the Cash Management Module of Oracle EBS. Our team manages it and support all these activities for LinkedIn Corporation.

Worked on 4 projects for Cisco Systems (May-2016 - July 2019)

1**. Cisco (Citi Bank) -** The project requirement was to update the payment output format of the reports. Worked as the only point of contact from Bangalore and interacted directly with the Client and Functional Teams.

2. Cisco (Repairs) - This project involved implementation of Oracle Depot Repair Application in Oracle EBS R12 version, replacing the 11i version using the Agile Methodology, which automated the entire Cisco Repair Process.

3. Cisco (Services) - This project involved the up-gradation of Services Module of the client from Oracle EBS 11i to R12 and also dealt with implementation of various new requirements according to the business needs. *This project won the 'Best Project Award' in Infosys' Galaxy Awards.*

4. Cisco (Finance) - Earlier Cisco was using 11i version for driving their unique accounting requirements. As Cisco planned to moved to R12 version of Oracle EBS, there was a change in the Standard accounting model to Sub-ledger accounting model. As per the new model, all 11i transactions were replicated in R12 and the future transactions were recorded in R12 version directly.

NON TECHNICAL SKILLS:

- Good verbal, written communication skills, Independent and Optimistic thinking.
- Customer oriented mindset and Client handling experience.
- Result-oriented, adept at managing timelines and working with a larger team towards a common objective.
- Good leadership skills and adaptable to work in all kinds of favourable and unfavourable conditions.
- Appreciated by clients and managers for the work done.