

Geeti Ranjan Biswal

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Education:

Bachelor of Technology with specialization in Electronics and Telecommunication Engineering, Indira Gandhi Institute of Technology, Sarang, Odisha, India, 2012.

Experience Summary:

I have a total experience of 7 years in TATA Consultancy Services Ltd. I have worked in the role of Developer as well as Production support techno-functional Consultant for different CRM applications in GE Healthcare.

I have been involved in different release phases of Sales Work Bench application (Phase 2, Phase 3, Phase 4). Also been engaged with different interface integration testing (SFDC-SWB, UCM-SWB, SWB-PEGA, SMART DESK-SWB, SWB-EOM) for sales work Bench. I have worked as a CM support executive for Siebel international as well. Now Working as a Developer / PST member in Sales Force & Apttus CPQ sales application. Currently I am designated as an IT Analyst (ITA) For TCS and engaged as a Developer, Technical support specialist and functional support Contact profile for **Sales force Sales & Apttus CPQ application, Sales Work Bench CRM application and Siebel International CRM application** in GE Healthcare.

Professional Skill Summary:

Operating System	Programming Languages	Software / Tools
Windows XP, Windows 7, Windows 10, Linux	SQL, Shell Scripting, Selectica Command, Java, HTML, Apex, Visual Force	PLSQL developer, Putty, Eclipse, Selectica Management Centre, HP Quality Centre, WinSCP, WinCVS, ServiceNow, Data loader, X Author

Career Profile:

Organization: Tata Consultancy Services

Projects worked: 1. Global Application Maintenance and Support (GAMS) support solutions
2. Commercial Excellence Project Apttus & Sales Force

Period: Since Nov 2012 to till date

Client Name: GE HealthCare

Position: Analyst, Production Support Executive, Developer

Locations: Kolkata (2012- 2016), USA (2016- till date)

Work Permit: H1-B

Roles & Responsibilities:

- SME for Sales Work Bench and Siebel International CRM applications under GE Healthcare GAMS support project. (4 Years of Experience)
- Developer / Production support contact Person in Sales force and Apttus CPQ based sales application for GEHC at client location. (3 Years of Experience)
- Techno-functional support solution Architect for Sales Work Bench & Sales Force Apttus CPQ.
- Involved in post go-live support for Sales Work Bench Phase2,3,4 releases & Apttus CPQ Global Releases.
- Providing solution to the various issues and incidents raised by client in the form incidents and Problem Tickets.
- Testing Support as per the needs of the business for Both CRM applications.
- Preparation of Setup docs and Standard Operating Procedures (SOP) for the business users.
- Setup of different automated process using Linux for sales work bench application to improve the Business outcome and Proactive monitoring as new Ideations.
- Interacting with the client and understanding their problems /requirements.
- Taking part in closing activities of the client on a monthly, quarterly and yearly basis. Also supported for the yearly roll-over process for the business.
- Knowledge sharing sessions and creation of technical and functional training documents.
- Monitoring several interface connectivity with Sales work Bench & Sales Force Apttus CPQ applications, Understanding the Gap in flow and resolving them in timely manner (SFDC-SWB, SFDC- Apttus, Apttus-EOM, IM05-Apttus, UCM-SWB, SWB-PEGA, SMART DESK-SWB, SWB-EOM) & Apttus with Multiple interfaces.

Training Attended:

Attended	Title	Location	Organized by
Feb-13	ILP (Initial Learning Program)	Kolkata	Tata Consultancy Services
Jul-14	Revised Change Control Management	Kolkata	Tata Consultancy Services
Dec-14	ITIL-Service Strategies Fundamentals, Processes and Policies	Kolkata	Tata Consultancy Services
Oct-15	Big data and cloud computing	Kolkata	Tata Consultancy Services
Apr-17	Sales Force Platform Development 1 & App Builder (Certificate No: SIMCSA00083)	US	Simplilearner
Aug-19	Sales force Administration Certification (ID: 20311597)	US	Sales Force
Oct-19	Sales Force Platform Development 1 (ID: 20558479)	US	Sales Force

Personal Details:

Date of Birth: June 25, 1990

Sex: Male

Nationality: Indian

Marital Status: Single

Number of Children: NA

Date of Joining: November 8, 2012

Designation: ITA

Location: Kolkata, India (Base Location) & Milwaukee, WI, USA (Current Location)