

Chandrima Mandal

Female, 28 years

B.T ech, Information Technology

Email: chandrima.mandal0@gmail.com

Mobile: +91-9831048726

Professional Experience

Organization	Project: Canon Europe NV
	Key Responsibilities
Tata Consultancy Services 5 Years 7 Month (August 2015-Present) Designation: IT Analyst	<ul style="list-style-type: none">• Application Production Support based on Pearl Chain Contract Management & CPQ• Incident Management and Problem Management related to production support• Command over SQL to provide data fixes over production data• Preparing excel reports including business reports, problem management and defect reports• User setup and user access management, User communication & Service Desk management• Business functionality/Customer support post Go-Live• Work experience from Client location (Netherlands)• Lead on Compliance management, audit on production data• SCM Data Migration from Oracle 11i to R12 upgrade• Testing with focus on Inventory, Order Management and Purchasing in Oracle• Understanding test case requirements and execution as per client's business requirements• Oracle R12 SCM order fulfilment including booking, pick release and closing of SO• Regression testing related to contract management in Pearl Chain application• Contract End to End testing, Opportunity creation, R12 Order Fulfillment, Invoice creation• QA testing including Unit, System Integration and Acceptance testing• Working in Agile Methodologies

Educational Details

Course	Specialization	University/ Board	Institute	Year	Percentage
B.Tech	I.T.	Maulana Abul Kalam Azad University of Technology	Kalyani Government Engineering College, West Bengal	2015	8.22/10
XII	Science	W.B.C.H.S.E.	New Barrackpore Colony Girls' High School, Kolkata	2010	78.4%
X	General	W.B.B.S.E.	Birati Mahajati Balika Vidyamandir, Kolkata	2008	86.3%

Additional Education Degree/ Certifications

- Oracle E-Business Suite 12 Supply Chain Certified Implementation Specialist: Oracle Order Management Certification, 2018

Software Proficiency

- Oracle Application: 11i to R12
- Modules: Oracle Inventory, Order Management and Purchasing
- Operating Systems: Windows XP, Windows 7, Windows 10
- Databases: Oracle 11i, R12
- Software: MS Excel, MS Office, Open Office
- Programming Languages: SQL, PL/SQL
- Pearl Chain Application: CM (Contract Management) and CPQ (Configure Price Quote)

- Change Management Tool: HPALM, ITRP tool, Problem Management tool, TeamForge

Special Achievements

- Awarded appreciation letter from the IT Director of Canon Europe Account for outstanding contribution in project
- Achieved “On the Spot Award” 4 times from project
- Achieved “On the Spot Team” for managing Compliance team

Other Information

- Participant in dance, ILP, TCS, Gandhinagar, Gujarat
- Hobbies: Travelling, Playing Guitar, Singing
- Languages Known: English, Hindi, Bengali