DIKSHA BATRA

Cell: 9671547040   9-B Purshotam Garden,
dikshabatra4@gmail.com   Karnal, 132001

Professional Profile

- Overall 4.5 years of experience in Release mangement, problem management, change management and test management including leading teams , collbarating with multiple teams , and working with and reporting to Executive committees with strong communication and organizational skills.
- Worked as a Technical Consultant in a Oracle/SAP Ariba Implementation and support Project for various modules for a pharmaceutical company with client base in US.

July 2016 to till Date: - Working with **Genpact** as Senior Associate consultant. Working on various implementation and upgrade projects.

Project - Client is a leading health care service provider. The project involve an Enterprise level system.

Roles – Release Manager

1. Successfully implemented multiple Enterprise Program Releases which includes more than 30 distinct enterprise applications.
2. Established release management function from the ground up through the collaborative efforts with Directors, Program Manager, development managers.
3. Create and update the release calendar and release view periodically . working collaborative with Business , infrastructure , QA for Planning, Development and Rollout.
4. Different releases conduct and drive the weekly Governance call to conduct the release readiness and Go-No/Go decision for each phase.
5. Manage bi-monthly release cycles containing 10-15 projects.
6. Assure milestone adherence and approve mitigation plans when necessary.
7. Report release health directly to executive committee through weekly status meetings.
8. Publish release status through weekly release Management Dashboard.
9. Work with multiple IT teams to create and manage a detailed release implementation plan.
10. Direct multi-stage code implementation coordination effort into multiple environments including production.
11. Manage post implementation support and report status.
12. Create release closure Report and present to executive committee.
13. Collect release feedback from stakeholders for continuous improvement.
14. Serves as a liaison between various business units and the teams to ensure smooth and timely delivery or updates.
15. Responsible for release management tracking, review, and risk management. Have complete oversight of one/multiple change requests arising due to project/support or bug fixes.
16. Understand dependencies on various Change request intermittent steps and have an ability to highlight any bottlenecks or critical path activities

17. Primarily responsible for distribution & implementation of releases as per implementation guidelines and signed off documents.
18. Recommend alternatives for next steps in release cycle which may be impacted due to any unknown issue (system outage, approver OOO, SIT/UAT bug fixes, exceptions).
19. Interacted with users, fixed the bugs, developed test plans and provides daily production support.

Roles - Technical Consultant

1. Worked as an Oracle EBS Application Developer in Implementation, Customization, Upgrade of Oracle E-Business Suite Applications(R12).
2. Hands on experience in SQL,PL/SQL, Oracle Reports(RDF),XML Reports, Oracle forms
3. Customizing and developing new reports using oracle reports and XML Publisher.
4. Worked on Oracle PL/SQL Development - Packages, procedures, Functions.
5. Used SQL, PL/SQL to develop queries for the data to be generated for the report.
6. Worked with Project Management team to draw the project plan which includes Development cycle, System Integration testing cycles, UAT and cut-over plans.
7. Lead the invoicing and the contract Management in SAP Ariba.

Skills

- Application : Service Now, GQEDMS(Global Quality Management System).
- Oracle forms, Oracle Reports, XML Publisher.
- Invoice and Contract Management in SAP Ariba.
- Languages : SQL, PL/SQL

Education

Course Name	College/School/University	Year of Passing	Marks Obtained
B.Tech. Computer Science	P.I.E.T. (Kurukshetra University) (Year of Admission- 2012)	2016	79.6%
12th Class (Non-Medical)	Dyal Singh Public School	2012	83%
10th Class	Dyal Singh Public School	2010	8.8/10

Personal Details

Address : 9-B Purshotam Garden, Karnal, 132001

Date of Birth : 04/04/1994