**TANVI BATHLA**

**Permanent:** G-09, B-BLOCK, CANSA HEIGHTS, DODDAKANAHALLI, BANGALORE

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**COMPUTER SCIENCE ENGINEER**

Seeking a challenging and rewarding opportunity in the field of **Oracle SQL PL-SQL /IT Industry**



**SUMMARY OF SKILLS**

Competent, diligent and result-oriented professional with an **experience of 8 years** currently spearheading as **Senior Project Engineer with** **Epsilon**.

* Knowledge of Oracle database and **Oracle PL/SQL** development.
* Experience in leading database technologies such as **Oracle (10g/11g/12c)**
* Experience in Oracle SQL, PL/SQL
* Decent knowledge in developing PL/SQL objects such as procedures, functions, packages, views, functions.
* Knowledgeable Oracle Developer skilled in data collection, analysis and management.
* Works well under pressure and consistently meets deadlines and targets while delivering high quality work.
* Experience in Oracle supplied Packages, **Dynamic SQL**, **records** and **PL/SQL tables**.
* Loaded data into oracle tables using **SQL Loader**.
* Worked extensively on **Ref Cursor, External Tables** and **Collections**.
* Expertise in Dynamic SQL, collections and Exceptional Handling. Experience in SQL Performance tuning using cost-based optimization (CBO).
* Good knowledge of key oracle performance related features such as Query Optimizer, Execution Plans and Indexes.

Experience with **Performance Tuning for Oracle RDBMS** using **Explain Plan** and **HINTS**.

* Created Shell Scripts for invoking SQL scripts and scheduled them using crontab.
* Responsible for development, support, maintenance and implementation of small to medium non-complex components of a project module.
* Understanding of **SDLC** models.
* Responsible for Business requirement gathering, Feasibility analysis, Configurations and End to End UAT at Huawei IN and CRM. (Products, Recharges, Activation rewards, Recharge rewards)
* Coordination with Corporate RA and Marketing teams for successful launch of products.
* A good communicator with leadership, coordination and interaction skills.
* A team player with good communication skills and highly customer satisfaction
* Fast learner with enthusiasm towards new technologies.

**Core Competencies:**

* Oracle SQL, PL/SQL, UNIX
* Agile Scrum, Microsoft VSTS, Quality Center
* Incident Management, Problem Management
* Database Tools: Toad 9.5, Toad 9.7, Toad 12.10, PLSQL Developer
* UNIX Tool: Putty



**INDUSTRIAL EXPOSURE**

**Epsilon 06 Jan 2020- Present**

* Epsilon is a publicly traded provider of loyalty and marketing services, such as [private label](https://en.wikipedia.org/wiki/Private_label) credit cards, coalition [loyalty programs](https://en.wikipedia.org/wiki/Loyalty_programs), and [direct marketing](https://en.wikipedia.org/wiki/Direct_marketing), derived from the capture and analysis of transaction-rich data.

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| **Project** |  |
| Client | **Royal Bank of Canada** |
| Role | Senior Project Engineer |
| Tools | PL- SQL DEVELOPER, WinSCP, Admin UI |
| Location | **Bangalore** |
| Description | **The Royal Bank of Canada** is a [Canadian](https://en.wikipedia.org/wiki/Canada) multinational [financial services company](https://en.wikipedia.org/wiki/Financial_services_company) and the [largest bank](https://en.wikipedia.org/wiki/Big_Five_(banks)) in Canada by [market capitalization](https://en.wikipedia.org/wiki/Market_capitalization).  Job Profile Handled   * Developed various Packages, Procedures, Functions, DBMS Jobs for data migration. * Performed SQL and PL SQL Tuning and Application Tuning using various tools like EXPLAIN PLAN, SQL\*TRACE and AUTOTRACE. * Created records, table for improving Query performance. * Migrated the data of earlier version of data into Epsilon Loyalty Database by creating raw tables, loading data into main tables through staging tables. * Created batch scripts and validate the data, whether data populated is correct. * Handled production issues after go-Live. |

**Wipro Limited 29 Oct 2012 – 03 Jan 2020**

* Wipro Limited is a global information technology (IT) Services Company headquartered in Bangalore, India. It is the third largest IT services company in India. Wipro provides outsourced research and development, infrastructure outsourcing, business process outsourcing (BPO) and business consulting services. The company operates in three segments: IT Services, IT Products, Consumer Care and Lighting.

**Project**

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| Title | **XEROX** |
| Client | XEROX INDIA |
| Role | Senior Project Engineer |
| Tools | PL- SQL DEVELOPER |
| Location | **Bangalore** |
| Description | **Xerox India** is the Indian subsidiary of [Xerox Corporation](https://en.wikipedia.org/wiki/Xerox_Corporation), the American printer, photocopier, document supplies, technology & services company. Xerox Corporation is an American global corporation that sells print and [digital document](https://en.wikipedia.org/wiki/Electronic_document) products and services in more than 160 countries. Xerox focuses on its document technology and document outsourcing business and continues to trade on the [NYSE](https://en.wikipedia.org/wiki/NYSE). |

Job Profile Handled

* Developed various Packages and Procedures for enhancement service.
* Performed SQL and PL SQL Tuning and Application Tuning using various tools like EXPLAIN PLAN, SQL\*TRACE and AUTOTRACE.
* Created records, table, collections (associative arrays) for improving Query performance.
* Creating DB Analysis/Changes tasks for the requirement stories on each Sprint Planning meeting. Provided effort estimation and dividing tasks appropriately according to team capacity.
* Having end to end knowledge of application functionality including developing, testing, troubleshooting and debugging of the application.

**Project**

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| Title | **ISEM (Integrated Single Electricity Market)** |
| Client | SSE SERVICES PLC |
| Role | Senior Project Engineer |
| Tools | PL- SQL DEVELOPER, VSTS |
| Location | **Bangalore** |
| Description | In line with the EU Target Model in Electricity, as provided for under the Capacity Allocation and Congestion Management Network Code (NC-CACM), and the related EU Target Model, a change program is currently underway in the Republic of Ireland (ROI) and Northern Ireland (NI) to ensure that the island of Ireland’s wholesale electricity market complies with both the terms imposed by the relevant EU directives, and the timelines imposed for their implementation. The current market, known as the Single Electricity Market (SEM) is non-compliant, and a program of work is in place to transition to a new compliant market model, known as the Integrated Single Electricity Market (I-SEM). The resulting market will integrate with European wholesale electricity markets at the Day Ahead (DA), Intraday (ID) and Balancing stages. |

Job Profile Handled

* Developed various Packages and Procedures for enhancement service.
* Performed SQL and PL SQL Tuning and Application Tuning using various tools like EXPLAIN PLAN, SQL\*TRACE, TKPROF and AUTOTRACE.
* Used Bulk Collections for better performance and easy retrieval of data, by reducing context switching between SQL and PLSQL Engines.
* Created records, table, collections (associative arrays) for improving Query performance.
* Coordinating with Product Owners, Scrum Master and BA’s to understand the business requirements.
* Creating DB Analysis/Changes tasks for user stories on each Sprint Planning meeting. Providing effort estimation and dividing tasks appropriately according to team capacity.
* Arranging show and tell with business user and stakeholder give demo.
* Having end to end knowledge of application functionality including developing, testing, troubleshooting and debugging of the application.
* Developed major functionality i.e. ramping and appreciated by the client for successful implementation.

**Achievements** Recognized and appreciated with Best Performer Award in 2017

**Project**

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| Title | **SSTL (Sistema Shyam Teleservices Limited)** |
| Client | MTS-Mobile |
| Role | Senior Project Engineer |
| Tools | Toad 9.7, Putty |
| Location | **Noida** |
| Description | Sistema Shyam Teleservices Ltd. (SSTL) is a venture, involving equity participation by Sistema Joint Stock Financial Corporation of Russia (“SISTEMA JSFC”), the Russian Federation and the Shyam Group of India.  SSTL is credited to have introduced several innovations in the Indian telecom industry. The Company is the pioneer of Half Paisa Per Second Calling in the country. SSTL is also the first telecom operator in the country to launch prepaid High-Speed Mobile Broadband. It was the first telecom operator to launch High Speed mobile broadband in Jharkhand and Sikkim. The company has taken mobile broadband to another level with the launch of HSD services on National Highways. Today, it is the only telecom operator to provide HSD services on Delhi - Jaipur and Bangalore - Chennai National Highways |

Job Profile Handled

* Developed various Procedures for enhancement & improvements of service.
* Automation of benefit processing, processes for customers/retailers through PL/SQL procedures like Commissions for retailers and changes in tariff plans of customers based on Recharges. Monitoring and troubleshooting of various daily processes.
* Second level attempt in resolving the Prepaid related customer complaints.
* To handle the provisioning of Subscriber at HLR, IN, CRM end.
* Product configuration on IN and CRM side.
* Check the charging related issue by using IN CDR’s.
* Providing the technical support to regional teams for O&M support whenever required.
* Vouchers management (Including Pin generation & voucher loading).
* Various reconciliations with RA.
* Bulk activities at IN. (like creation of subscriber’s, Appending products, Paper Voucher management etc.)
* Service configuration {including tariff, promo, new product definition}.
* Price Plan Configuration, implementation and configuration.
* Provide support to Prepaid Department by resolving Tickets and providing optimal solution to the tickets.
* Provide improvement strategies and proper Management for various compensation features.
* Migration and up gradation of Live Networks.
* Database management for system service info database and subscriber information database.
* Recharge Management at UTIBA RECHARGE SYSTEM.



**ACHEIVEMENTS**

* Recognized and appreciated with **Best Performer** award in 2016
* **Best Team** awardin 2016
* **Consistent Performer** awardin 2016



**EDUCATIONAL CREDENTIALS**

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| May 2012 | **B.E. (Computer Science)**, May 2012 with 78.5% marks,  Chitkara University, Himachal Pradesh |
| May 2008 | Mar 2008 with 64.8%, Rose Mary Convent School, Bathinda |
| May 2006 | Mar 2006 with 86.4%, C.M DAV Public School, Mandi Dabwali |

**Projects undertaken during Training**

* ONLINE FLIGHT RESERVATION SYSTEM
* FIND DREAM HOME
* ONLINE BOOK STORE

