**Priyanka Pradhan**

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**CAREER OBJECTIVE**

A challenging position in an expanding and dynamic company, where I can implement the skills that I have gained through my education and past experience, as well as to enhance my knowledge by dedication and hard work.

**PROFESSIONAL SUMMARY**

* Having **3+** years of experience in **SQL, Linux scripting.**
* Familiar with UNIX, **SQL**, agile methodologies, and transactional data base concepts to handle critical issues in application support.
* Knowledge on control-m tool to handle batch jobs failure and creation of new jobs.
* Good knowledge on support tools like sysaid and service now.
* Good Knowledge of **SQL queries and optimization.**
* Possess excellent communication, and analytical skills.

**SKILL SET**

**Language :** SQL, Oracle DBA, Linux scripting

**Operating System :** Windows, Linux

**Specialties :** Agile Methodology.

**Tools/APIs/Libraries** **:** MSSQL Server Management Studio 17, MySQL Workbench 6.2 CE, service now, SYSAID, Control-m

**EDUCATION**

* **B.Tech** completed by 2013, from GANDHI INSTITUTE OF TECHNOLOGY AND MANAGEMENT, BPUT.
* **12th** completed by 2009, from RCST, under CHSE Board.
* **10th** completed by 2007, from Chinmaya Vidyalaya, under HSE Board.

**WORK EXPERIENCE**

* Worked as consultant in Sears Holding India, Pune from 2015 till 2018.

**PROJECT**

**Project Name: Layaway Contract Management (LCM)**

**Description:** In Layaway a customer can purchase set of items from a store and can pay for it in installments. After all the installments are cleared then only the items can be picked up by the customer. Online Layaway System is developed to handle layaway contracts. LCM facilitates complete cycle of Layaway contracts based on the rules provided. The Layaway Contract Management system will provide the layaway functionality to the online dotcom sites. This system will expose services to be used by the online systems (sears.com and kmart.com) to fulfill the layaway functionality. The LCM system in turn will interface with other systems (PDS, KIN, Kmart rules, Email system etc) to fulfill some of the functionality. As a part of Layaway Centralization project LCM will support register and RMU to directly interact with LCM system.

**Responsibilities:**

* Handle everyday application issues (Incident/request/change record).
* Update customer data in database depending on business rule.
* Verify servers and batch jobs failures and take necessary action.
* Analyze application issue by verifying application/server log.
* Attained SCRUM meeting for daily team status meeting.
* Resolve incident/request with its resolution.
* Verify batch job failure through control-m and take necessary action by verifying batch job log.

**Project Name:** **rapid credit service (RCS)**

**Description:** Rapid Credit is a mechanism by which a store system allows a customer to apply for a line of credit and if approved, receive a SEARS brand private label or Sears brand MasterCard credit card number at the point of sale. The whole process from application to receiving the card number would take just a few minutes. The credit card number is provided on a receipt and is called a TSP – temporary shopping pass. The actual credit card will be mailed by the provider in the mail. Barclays and WNLI are used as credit providers in Rapid Credit Services.

**Responsibilities:**

* Handle everyday application issues (Incident/request/change record).
* Update customer data in database depending on business rule.
* Verify servers and batch jobs failures and take necessary action.
* Analyze application issue by verifying application/server log.
* Attained SCRUM meeting for daily team status meeting.
* Resolve incident/request with its resolution.
* Verify batch job failure through control-m and take necessary action by verifying batch job log.

**Project Name:** **Web Receive Application (WRA)**

**Description:** The WRA2 application is Internet-based open source technology like Apache web servers in order to give the greatest flexibility to application. The goal of this project is to provide minimum solution for online order management for Super user, Store Associates, Call Center Associates, Store manager, Store associate and LPDM user [Loss Prevention District Manager].

**Responsibilities:**

* Handle everyday application issues (Incident/request/change record).
* Update customer data in database depending on business rule.
* Verify servers and batch jobs failures and take necessary action.
* Analyze application issue by verifying application/server log.
* Attained SCRUM meeting for daily team status meeting.
* Resolve incident/request with its resolution.
* Verify batch job failure through control-m and take necessary action by verifying batch job log.

**DECLARATION**

I hereby declare that all the information given above is true to the best of my knowledge.

**Place: PUNE**

**Date: Priyanka Pradhan**