Teenu Treesa Joy

Senior Systems Engineer

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**Career Objective:**

To work in an organization as a true employee with the application of my knowledge and skills, thereby providing a good future to the organization.

**Professional Summary:**

* 3.8 years (Including 6 months of training period) of experience in Siebel as developer & administrator and in Oracle Service Cloud- Knowledge Advance.
* Extensively worked on Siebel Configuration, Siebel Scripting, Siebel Open UI and Integration.
* Experience in customizing Siebel using Open UI, structuring business processes and rules using scripts.
* Proper knowledge of Object Oriented Concepts, Database Concepts and Web Technologies.
* Proper knowledge and experience in OKA (Oracle Knowledge Advance) configuration and enabling KA for Oracle Service Cloud instance.
* Good knowledge on Agent console features and creation of articles and publish to view in Customer portal (UI).
* Dependable and energetic team player, while possessing an optimistic attitude to get things done within the timeframe.
* Adaptive to new environment, and ready to take up challenges with ability to convert every challenge into a success.

**Professional Experience (3.8 Years):**

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| --- | --- | --- | --- |
| **Company Name** | **Designation** | **Start Date** | **End Date** |
| Infosys Limited | Senior Systems Engineer | February 27 , 2017  | Till Date |

**Academic Background:**

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| --- | --- | --- | --- | --- | --- |
| **COURSE** | **BRANCH / SUBJECTS** | **UNIVERSITY / BOARD** | **NAME OF INSTITUTION**  | **YEAR OF PASSING** | **PERCENTAGE/GPA** |
| B. Tech | Computer Science and Engineering | Mahatma Gandhi University, India | St. Joseph’s College of Engineering and Technology, Palai | 2016 | 7.32/10 |
| Higher secondary | Physics, Chemistry, Mathematics | Board of Higher Secondary Examinations, Government of Kerala | St. Augustines HSS, Ramapuram | 2011 | 85.83 |
| Secondary | Physics, Chemistry, Mathematics& General Subjects | Board of Public Examinations, Kerala | Sacred Hearts Girls High School, Ramapuram | 2009 | 93.9 |

**Technical Skills**:

|  |  |
| --- | --- |
| **Type** | **Description** |
| **Databases** | Oracle, MySQL |
| **Scripting Language** | HTML, CSS, JavaScript, PHP, Core Java |

**Projects Undertaken:**

**PROJECT #1**

**Project : Oracle Siebel Open UI**

**Role : Siebel Developer and Admin**

**Duration : August 2017 - March 2019**

 **Key Responsibilities:-**

* Worked under Agile methodology and followed all the agile standard for project development.
* Worked as a developer and make sure all the stories are developed within that particular sprint.
* Worked on implementing business requirements and modifying PM and PR js files and configured manifest by adding UI object, expression and file details.
* Worked as Siebel Administrator and performed administrative jobs like server down and restart , replacing of .cfg files manually in high and low test environments.
* Worked on automating Siebel servers down and up and replacing of files by building jobs using Jenkins
* Performing unit testing and regression testing during each release.
* Tools: Siebel (JavaScript, HTML, CSS)

**PROJECT #2**

**Project : Oracle Service Cloud- Knowledge Advance (KA)**

**Role : KA Developer**

**Duration : March 2019 – Present**

 **Key Responsibilities:-**

* Worked as developer and implemented business requirements in Customer Portal and Agent Desktop.
* Worked to improve UI interface by customizing the OOTB code as per Business needs using PHP, JavaScript, HTML, CSS.
* Worked to enable KA for Oracle Service Cloud instance.
* Build reports for user using REST API.

**Main Project:**

AGROTECH: An Automatic Plant Watering System, which is aimed to reduce the need for human monitoring of plant watering, by automatically checking water level and soil moisture and pour water as needed. The system comprises of a soil moisture sensing module, water level sensing module and mobile application module. The hardware tools used in the project are an Arduino uno board, a bluetooth module, a soil moisture sensor, a water level sensor, a motor driver and an attached water pump. The software tools are Android studio and Arduino software. I mainly focused on mobile application and I know rest of the parts of the project.

**Mini Project:**

SJCET-HRMS: A Human Resource Management system, which is a part of campus automation software. The project is an intranet automation software which controls and manages the personal database such that any user with different role types as admin, student and staff will be able to manipulate their personal data. We implemented the project according to college criteria. But the project can be applicable any management area.Front end tool used in the project is PHP and the back end tool used in the project is the MySQL. I know most of the coding part of the project and mainly focused on staff module.

**Industrial Visits:**

Industrial visit to Infosys Thiruvananthapuram: One day industrial visit to explore the work environment and Life style over Thiruvananthapuram campus. There was a 1 hour session about responsive site development and its advantages from static sites.

**Internships:**

Internship at CCS Technologies (P) Ltd, Kottayam: The internship was on 23rd June 2014 -28th June 2014. The trainer introduced briefly about their projects and they taught us how to create a website using PHP and HTML.

**Seminar:**

NETCONF and YANG : NETCONF is a network configuration management protocol which provides mechanisms to install, manipulate, and delete the configuration of network devices. YANG is a NETCONF data modeling language that allows data modelers to define the syntax and semantics of device configurations, and supports translations to several XML schema languages.

**Special Training Programs Undergone:**

* Attended the “Embedded Game Development“ Workshop conducted by Technophilia systems in association with the Robotics and Computer Applications Institute of USA on 30 and 31st August 2014.
* Attended and scored 78% final grade in the “Basic 3D Animation using Blender” workshop conducted by IIT Bombay and TISS on 30th July,2015 –17thSeptember, 2015
* Participated in a three day workshop on Entrepreneurship and Management conducted by AEM on 14th September,2015- 16th September,2015

**Awards & Achievements**:

* Received Oracle Markie Award 2020 for “Best Innovation in Service and Field Service”.
* Received Gracias appreciation and Insta Award from Infosys.
* Got grace mark in class X for attending National Integration Camp (NIC) of National Cadet Crops (NCC).
* Active cadet in National Cadet Crops (NCC) in school time and rank is corporal (CPL).
* Got certificate for participation in “Your Internship Story Contest 2015” organized by Internshala – India’s No. 1 internship portal.
* Active participant in social service program, “Save Meenachil River Campaign 2015”.
* Got first prize and B grade for “Oppana” competition at school youth festival in 2010.
* Got first prize and A grade for “Thiruvathira” competition at school youth festival in 2009 and 2010.
* Got second prize for “Thiruvathira” competition at school youth festival in 2008.
* Got third prize for school level relay competition at Annual sports meet in 2006.

**Hobbies & Interests:**

* Dancing
* Listening to music
* Cooking
* Travelling

**Extra Curricular Activities:**

* Dance
* Acting

**Personal Details:**

Date of Birth : 02/03/1993

Gender : Female

Nationality : Indian
Father’s Name : Joykutty Augustine
Languages Known : English, Malayalam, Hindi, Tamil

Driving License No & Validity : 67/67/2013, 22/07/2033

Marital Status : Unmarried

I solemnly affirm that the facts declared above are true to the best of my knowledge.

Teenu Treesa Joy