SHAILENDRA VISHWAKARMA

ASSOCIATE SPECIALIST,

THIRDWARE SOLUTION LTD.

MOBILE: +91-8355932882/ 9930256622   EMAIL: SHAILKARMA@GMAIL.COM

SUMMARY

- ✓ **Three years Eleven months** of IT work experience in software development, banking domain and designing using Oracle Field Service Cloud, customer portal and analytics.
- ✓ Extensive work experience in configuration management, integration in Oracle-Sales Cloud, Oracle Field Service Cloud.
- ✓ Experience in deployment activities on UAT, Test and Live environments
- ✓ Design and code implementation based on client requirements
- ✓ Experience in Implementation and Support Projects.
- ✓ Knowledge in Oracle, Oracle Field Service Cloud, SQL statements/queries, UNIX, Linux, AIX operating system

WORK EXPERIENCE

- ✓ Associate Specialist, **Thirdware Solution Ltd.** from 24th September 2018.
- ✓ Associate Manager, **Indusind Bank** from 19th November 2017.
- ✓ Application/ Production Engineer, **Wipro Infotech(Impact Infotech Pvt Ltd)**, from 20th July 2017.
- ✓ Application/ Production Engineer, **Wipro Infotech(HSB Pvt Ltd)**, from 31st Aug 2016

EDUCATION

- ✓ Bachelor of Technology in Information Technology & Engineering with First class from Pillai Institute of Information Technology Mumbai University, Maharashtra.

ACHIEVEMENTS

- ✓ Received 'Star of the Month' award for month of Sept 2017
- ✓ Leading technical discussions with the clients and on-site team.
- ✓ Attended a seminar on Oracle Field Service Cloud from Oracle.
- ✓ Employee of the Month (2016-2017)
- ✓ Innovative expertise in banking applications and support for production servers.
- ✓ Successfully lead the BRK Business contact us redesign project and received many appreciations from clients and higher management.

CERTIFICATIONS

- ✓ Certified as Oracle Field Service Cloud 2016 Presales Specialist.
- ✓ Certified as Oracle Field Service Cloud 2016 Sales Specialist.
- ✓ Certified as Oracle Field Service Cloud 2016 Support Specialist.

SKILL SET

Technology	Software
Programming Languages	Java, SQL, Linux, Unix, HTML, XML, Oracle Field Service Cloud, Python
Operating Systems	Windows, UNIX (IBM/AIX), LINUX, Windows Server2008
Database	SQL Server 2005/2012, Oracle 9i,Oracle 11g,Sqlite
Web Servers	Oracle Web logic, Web sphere 8.5
CRM Applications	Oracle Field Service Cloud, Customization using SAAS, Web Service, SOAP, REST API, WSDL, cloud Configuration and Setup.
Applications	Iworks (Omni Docs7.0,Omni Flow9.0,Omni Scan 2.0.1, 3.1), Business Activity Monitor(BAM), Servosys Application Module, TAB Banking 118,/200 TAB Laptop/Desktop,Process Manager, Classificator, Omnidocs Admin, Casa Tab, Oracle Field Service Cloud(November 2019 release)

WORK EXPERIENCE

Currently working with Thirdware Solution Ltd. as Associate Specialist since 24th September 2018	
Company Name :	Thirdware Solution Ltd.
Duration :	24th Sept 2018 to till date
Project Name :	Claro, Telefonica, BRK Ambiental
Designation :	Associate Specialist

PROJECT WORK

GSM CONTROLLED WIRELESS ROBOT

The main objective was to overcome the limitations of short range distances of a blue-tooth based robots
Micro-controller used:- 8051
Decoder used:- MT8870

PROFESSIONAL EXPERIENCE

THIRDWARE SOLUTION LTD.	Associate Specialist	24 SEPT 2018 to TILL DATE

Project # 1	Claro
Client	Claro, BR
Role	Associate Specialist & Designer
Location	Hyderabad, India
Size	4
Technologies Used	REST API, Customer Portal, Oracle Field Service Cloud CX, Python
Description	login.etadirect.com/amx-co.test site is used by Claro Business customers to contact Claro on various products & services offered by Claro. This project is to redesign the contact us area of the aforesaid site
Responsibilities	✓ Requirement Analysis and Design ✓ Owning the end to end responsibility in the development life cycle of the project ✓ Designing solutions & documenting the same ✓ Following standards and making use of agreed tools for new configuration development and educating the team regarding the same ✓ Assigning tasks and reviewing the code developed by the team ✓ Coordinating calls with all stakeholders at different stages of development cycle ✓ Unit testing and continuous integration testing ✓ Educating various teams on the new design ✓ Post deployment support during Rollout period
Hosted on	https://amx-co.test.etadirect.com/amx-co.test

Project # 2	Telefonica - Help & Support Site Redesign
Client	Telefónica, (Colombia, Chile, Peru, Argentina, Brasil)
Role	Associate Specialist
Location	Hyderabad, India
Size	3
Technologies Used	CSS, HTML, Customer Portal, REST API, Oracle Field Service Cloud CX
Description	www. telefonica-co.test/servicehelpdesk.com/ or www. telefonica-co.com/ site is used by Telefonica Business customers to get help & support related to various products & services offered by Telefonica. This project is to redesign the content & contact areas of the aforesaid site
Responsibilities	✓ Involved in Requirement analysis, Design, coding and new feature/functional changes ✓ Owning the techno-functional responsibility of several stages in the development cycle of project ✓ Following configuration standards and making use of agreed tools for new code development and also for code modifications /enhancements for the existing code ✓ Review of the code developed by other team members. ✓ Coding for different functionalities like Custom properties, estimated response time for web form enquires, Service Status alerts etc. ✓ Unit testing and continuous integration testing
Hosted on	https://login.toadirect.com/telefonica-co.test/servicehelpdesk.com

Project # 3	BRK Ambiental
Client	BRK Ambiental, BR
Role	Associate Specialist & Designer
Location	Hyderabad, India
Size	7
Technologies Used	REST API, Customer Portal, Oracle Field Service Cloud CX
Description	login.etadirect.com/brkambiental2.test site is used by BRK Business customers to log Incidents on various products & services offered by BRK Ambiental. This is to perform task logged by Customers related to Water pipeline issue and also to redesign the contact us area of the aforesaid site
Responsibilities	✓ Requirement Analysis and Design ✓ Owning the end to end responsibility in the development life cycle of the project ✓ Designing solutions & documenting the same ✓ Using functional and Technical standards, making use of agreed tools for new code and configuration changes, development and educating the team regarding the same ✓ Assigning tasks and reviewing the API developed by the team ✓ Coordinating calls with all stakeholders at different stages of development cycle ✓ Regression testing and continuous integration testing ✓ Educating various teams on the new design ✓ Deployment support for BRK team ✓ Post deployment support during Rollout period
Hosted on	https://www.brkambiental.com/contact-us/

TECHNICAL SKILLS: Application (Iworks) for Account Opening Process and various other processes

INDUSLAND BANK	Associate Manager	19th Nov 2017 to 31 Aug 2018

Role	Application Support(Level 2) Grade (AM)
Technology/Web Technologies	Core Java, HTML, XML,
Databases	SQL Server 2005/2012, Oracle 9i,Oracle 11g,Sqlite
Operating System	Windows, UNIX (IBM/AIX), LINUX, Windows Server2008
Web Servers	Oracle Weblogic, Websphere 8.5
Software Packages	SQL Developer, MS Word, MS Excel, Putty, Winscp, Arcos
Key skill	Oracle, SQL, Unix, Linux, Java, C++
Applications	Oracle Field Service Cloud, Iworks (Omni Docs7.0,Omni Flow9.0,Omni Scan 2.0.1, 3.1), Business Activity Monitor(BAM), Servosys Application Module, TAB Banking 0.0.0.118, /200 TAB Laptop/Desktop, Process Manager, Classificator, Omnidocs Admin, Casa Tab
Application Model	BPM(Business Process Management)

KEY PROJECT WITH INDUSIND BANK:

TAB BANKING, IWORKS, DESKTOP APPLICATION, BAM

About the Application & Responsibilities:

➢ Indusind Bank is one of the India's international leading banks. This bank is having account opening process, Loan, Gold Loan, Vehicle Loan and 80 other different types of process.
   To manage the documents of each customer i.e. Iworks.

➢ Iworks manages different tasks effectively like document scanning form, data filling, data checking, moving data in finacle, document verification, Sign verification etc. This save Bank's TAT to open an Account of customer.

➢ Maintaining the quality of the Software and Reporting bugs, reasons of getting such bugs discussed with developers.

➢ Co-ordination with the vendor for Re-designing of screen code changes as the requirement of different project managers.

➢ Discussed new project requirement with developers and deployed the same in UAT environment.

➢ As per projects requirement scheduled new reports in BAM application.

➢ Assessed, documented, and resolved client issues via phone, e-mail, and remote sharing. Reported any outstanding issues to senior.

➢ Gathering the MIS requirement, checking the feasibility and building the Queries& Procedures and scheduling the MIS.

➢ Testing web services in UAT.

Project # 4

Site: Axis Bank Limited - Information Technology

KEY ACCOMPLISHMENT:

   ➢ Enhanced applications performance level and applications uptime to 100%.
   ➢ Enhanced work productivity by 20 % by automations.
   ➢ Minimize huge losses to bank due to authorize online transactions in risk mode.
   ➢ Synchronize secondary databases with core banking on real time basis to keep bank safe while authorizing transactions in risk mode.

KEY PROJECT WITH AXIS BANK:

TAB BANKING

Roles & Responsibilities:-

➢ Assign task to junior team member of the team and mentoring them.
➢ Providing production support to various applications like Omnidocs, Omniflow, Omniscan, Tab Banking etc.

- Working on 2008, Solaris server, Linux server and performing day to day activities.
- Systems administration, maintenance and monitoring various day-to-day operations.
- User administration and management like add/change/delete.
- Processes administration and management like monitoring, start/stop/kill various processes/sub process.
- File System administration and management like monitoring various logs, scheduler, file system sizes etc.
- Maintenance & performance monitoring of application servers to facilitate smooth functioning of systems.
- Monitor and maintain 100% availability of business critical applications and servers making or updating support/FAQ.
- Documents for all application for most common issues occurring in each application to avoid person dependency.
- Installation/Upgrade, System Startup & System Shutdown as needed.
- Resolved system errors and crashes, disk space problems, huge file sizes.
- Coordinating with all the Technical team members for all technical activities (client for the server performance problem / down time or related activity).
- Documented various regular administrative tasks and backup procedures etc.
- Resolve queries received via UNIDESK (Service Request), phone, & e-mail from Branch users and operations team.
- Interacting with the client to define the support and scope of the module.
- Ensure smooth process of the project.

PERSONAL INFORMATION

Date of Birth	06-09-1993
Nationality	Indian
Sex	Male
Marital Status	Single
Languages Known	English, Hindi & Marathi

SHAILENDRA VISHWAKARMA