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|  | Manasa Nagavarapu Senior System Analyst |  |
| ContactHyderabad, Telangana+91 9502125577Manasa.nagavarapu@outlook.com | ObjectiveExperienced software developer with **over 9 years of expertise in POS systems, particularly Xstore POS for over 6 years, and a strong background in Java, JavaScript, and system integrations**. Seeking an Xstore Developer role where I can apply my **technical skills in software development, system customization, and troubleshooting to enhance POS solutions for retail clients**. With a proven track record in **system implementation, integration (Relate, OROB), and support**, I aim to contribute to the seamless functionality and performance of retail point-of-sale systems while delivering exceptional customer satisfaction. |
| EDUCATIONGandhi institute of Technology And Management, Vishakhapatnam, Andhra Pradesh2008 - 2012Aggregate: 82%TECHNICAL SKILLS**Languages:** Java SE, Java EE**Web Technologies:** HTML, CSS, JavaScript, TypeScript, XML, JSON, Angular **Frameworks:** Spring DAO, Spring REST, Spring Boot**Tools:** JIRA, GitHub, Postman, Power BI, SharePoint, SCOM**Methodologies:** Agile, Scrum, ITIL**Databases:** SQL Server, Oracle 12cPERSONAL SKILLS* Strong team management and leadership abilities.
* Excellent communication and interpersonal skills.
* Proficient in fostering collaboration between teams to enhance project success.
* Adaptable and quick to learn new technologies and methodologies.

CERTIFICATIONS* Microsoft Dynamics CRM Certified in Customization and Configuration (2013, 2015)
* AWS Certified Solutions Architect
* **Java Programming Certificate**, Imarticus Learning
* LinkedIn Certificates: Java 8 & 11 Essential Training, Functional Programming with Java, Angular Essential Training, ITIL Foundation

ACHIEVEMENTS* Received the Emerging Leader Award for commitment and hard work.
* Multiple SPOT Awards for high customer satisfaction and organized work.
* Select as first CEM (Customer Experience Manager) from India in Oracle Corporation, received multiple kudos from various clients throughout the journey.

Acknowledged as the Best Employee in the company. | PROFESSIONAL SUMMARY* **Xstore POS Expert with 9+ Years in IT:** Extensive experience in end-to-end support for Oracle Xstore POS systems, **including installation, configuration, troubleshooting, and maintenance**. Expertise in incident management, issue resolution, and maintaining seamless store operations for high-profile retail clients.
* **Leadership in Xstore POS Projects:** Proven **leadership in managing cross-functional teams (6-28 members) for Xstore POS implementations.** Experienced in **overseeing system integrations (e.g., Relate, OROB) and optimizing team** processes to ensure successful POS setups in large-scale retail environments.
* **Technical Expertise in POS Systems:** In-depth **knowledge of Xstore POS modules, payment integrations, and order management**. Skilled in **resolving production issues, upgrades, and troubleshooting**, using tools like Control M, Xstore Office, and other retail system integrations.
* **Client-Focused Problem Solving:** Expertise in **client interaction, providing timely support during rollouts and ongoing production phases**. Known for diagnosing and resolving POS issues to minimize downtime, working with clients like Louis Vuitton, Shoppers Stop, and Swarovski to deliver exceptional customer service.
* **Data Management & Reporting:** Strong proficiency in using Power BI and SQL to analyze Xstore POS data, generating actionable insights for improving store performance and optimizing sales operations.
* **Experience with ITIL & Agile:** Proficient in ITIL for incident management and problem resolution. Skilled in leading Agile teams, **conducting scrum calls, and ensuring alignment with business needs to improve system performance and service delivery.**
* **Recognized for Excellence:** Awarded **Spot Awards** and the **Emerging Leader Award** for exceeding client expectations. Selected as the **First CEM from Oracle India for outstanding customer satisfaction and project execution**.
* **Continuous Learning:** Currently pursuing an **Executive Programme in AI for Business at IIM** and **preparing for PMP certification**. Holds certifications in Java and Microsoft Dynamics CRM.

ExperienceJuly 2021 – Present | Team Size: 9+Senior System Analyst | Bahwan Cybertek**Client**: *Maurices***Project:** *Xstore POS Implementation & Support** Led **Xstore POS implementations and integrations** for retail clients, ensuring seamless setup and configuration across multiple locations.
* Customized POS workflows, including **transactions, sales processing, and inventory management**, to meet client-specific requirements.
* Provided ongoing **technical support and incident resolution**, ensuring minimal downtime and quick issue resolution within **SLA** targets.
* Worked with Control-M for job scheduling and integration with **ORCE, OROB**, and other backend systems.
* Performed **data analysis and reporting** using **Power BI** to provide clients with insights on store performance, sales trends, and inventory metrics.
* Led **team training sessions** and developed **knowledge base articles** to streamline issue resolution and improve operational efficiency.

May 2017 – July 2021 | Team Size: 9**Support Executive – Xstore POS Support & Development** | Oracle Corporation**Client**: *Shoppers Stop, Godiva, Louis Vuitton, Swarovski, Softlogic Retail***Project:** *Retail Xstore POS Support & Customization* * Provided **technical support for Oracle Retail Xstore POS** systems, managing escalated issues and ensuring timely resolution.
* Worked on system **upgrades, patches, and bug fixes**, ensuring all Xstore POS installations were up-to-date and compliant with client specifications.
* Coordinated with cross-functional teams to address complex technical issues and improve POS system stability.
* Delivered training to client teams, ensuring efficient use of the POS system and reducing support requests.

JANUARY 2014 – APRIL 2017 | Team Size: 9**Support Developer – Dynamics CRM & Xstore POS Support** | HCL Technologies**Client**: *microsoft***Project:** *Connected CRM Operations and Xstore POS Support** Supported integration between **Microsoft Dynamics CRM** and POS, ensuring smooth data flow between CRM systems and retail POS platforms.
* Provided technical support and training for end-users to enhance their ability to resolve common POS-related problems independently.
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|  | Leadership Successfully led a team to exceed goals while maintaining excellent customer satisfaction scores.References Available upon request. |