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|  | **ANUSHA ANBU** | +91 9740394499anushaani598@gmail.com  |
|  ***OBJECTIVE*** |
| To work in a team effectively where I can contribute my skills as a professional, communicating well with the management to achieve set targets in professionally challenged atmosphere.***Qualifications* *Summary*** A highly accomplished, Application Development Associate and Application Support Engineer.Total IT Experience : 3.5 years* Diligent and productive Oracle SOA BPEL Developer responsible for creating and implementing service-oriented business solutions for company clients.
* Expertise in SOA,Orchestration and integration technologies in the areas of Web Services,OSB,SOAP,WSDL,BPEL,XML

, XSD,XQuery and XPath.* Specialized in Mobile and FixedLine.
* Gained knowledge in usage of Adapters (File Adapter,FTP Adapter,Database Adapter,JMS Adapter ),deployment on web logic server.
* Designed and developed an interfaces to the BPEL process manager utilizing the Oracle SOA.
* Good time management skills, communication skills and self-motivated to handle multiple priorities.
* Ability to handle multiple tasks simultaneously with equal attention.
* Experience on Incident (Service Now) Management, Change management, Project management and Problem management.

**Education:*** **B.E in Computer Science and Engineering** from **SIR MVIT(2012-2016)**

**Work Experience:*** Currently working as **Senior Software Engineer** at **CSS Corp Pvt Ltd, Bengaluru** from **Jan** **2019** till **Now**.
* Worked as **Application Development Associate** with **Accenture,Bengaluru** from **March 2017** till **September 2018 .**

**Professional Experience:****Company : CSS Corp Pvt Ltd****Project : Retail Project****Role : Senior Software Engineer****Location :** **Bengaluru****Duration : Jan 2019 to Present****Description :** Supporting different modules in retail project on day to day basis using following applications-MySQL, Mainframe, HR applications, vendor management apps, security monitoring apps, SAP, Control-m application, Microsoft products.**Responsibilities:*** Providing support for 7 different modules for retail Giant through ServiceNow incident management system.
* Provide L2 and L3 level support for Corporate system vertical for a Retail giant of USA
* Solving priority P1, P2, P3 and P4 incidents within the SLA specified by the clients and make sure that team members are also not breaching the SLA.
* Act as a mentor to the team members and provide technical and operational guidance
* Maintaining the Run book for all my incidents on how to resolve the issue and what was the problem cause, so that we can provide support to customer in a quicker manner.
* Daily caseload balancing and monitoring and acting as a shift lead.
* Monitor and report progress on cases, projects and/or customer priority resolutions to upper management and/or special customers.
* Interface and communicate with various departments throughout the organization.
* Co-ordinate with other Support Team Supervisors as applicable.
* Escalate cases when needed to Development teams for a resolution.
* Work as a team with resources across different locations
* Managing SAP related support for the users queries which was raised in procurement, supply chain and users profile modules through ECC.
* Supporting HR related queries for the stores corporate users by using, Kronos, SyncMaster applications and oracle production databases.
* Maintaining the vendor through Maximo application provided by IBM to check the full workflow of provided WO and tracking of receipt until the generation of invoice copies through SAP and Ariba application.
* Accessing the Oracle SQL developer for checking of data and updating the data based on business requirements.
* Supporting for Finance module for production mainframe batch support through IBM mainframe host.
* Maintaining the security centres of the stores through Security desk application and providing the data whenever it is necessary.
* Closely monitoring the daily, weekly jobs through control-m applications and constantly in touch with next level team for the immediate resolution so that it will not hamper any daily routines.
* Manage all technical and non-technical documentation to ensure it is current and up to date.
* Applying workarounds provided by the retail engineering team for known problems
* Communicate effectively project status/issues to IT Management, Stores corporate users and Team Members
* Perform root cause analysis for incidents that have no known root cause.
* Assist internal customers and coworkers and provide a high level of customer service when providing application support
* Technical vendor management – working with offshore teams. Manage resolution with our external engineering vendors
* Analyze incidents and determine the best course of action to get the caller back up and working
* Assist Retail Engineers with Rollout/Deployment of new software/hardware for the HR module ,Vendor management module. SAP modules.

**Significant Achievement**Received appreciation from the client tagged as “Best Performer”. Promoted as senior Engineer.**Company : ACCENTURE****Project : Turk Telecom****Role : Application Development Associate****Location :** **Bengaluru****Duration : March 2017 to September 2018*****Turk Telecom*** Turk Telekom Group provides integrated telecommunication services from PSTN, GSM to wide-band Internet. ***My Role*:** Oracle SOA – OSB Developer (Working in Oracle 10g,11 and 12c) (**Middleware**) ***Responsibilities***:* Unit Testing and debugging of modules .
* Implemented Exception handling for the BPEL Process models to handle System,Business exceptions.
* Implemented various activities like Pick,adapters like File and database etc.
* Created Partner link BPEL using web service adapter to invoke OSB and other services.
* Prepared XSD for BPEL which is used as an input for the process.
* Created Stubs to test the OSB Services.Used SoapUI for testing the endpoint URI.
* Extensively used XQuery for transformations.
* Created Proxy's services and Business service using Oracle Service Bus (OSB).
* Designed and created complete BPEL Process for Orchestration .
* Implemented Exception Handling for the BPEL Process.
* Analyzed the business needs for the processes and modules that needed migration.
* Involved in editing the BPEL Process depending upon the change request from the client.
* Actively involved in complex XSL transformations,which included working on templates and extending java functions.

***Skills:**** **Technical Skills Oracle Fusion Middleware**: Oracle SOA Suite 11.1.1.6 BPEL,OSB.
* **Developer Tools**: Oracle JDeveloper Studio 11.1.1.5.0 for 11g and Oracle JDeveloper Studio 12.1.2.0.0 for 12c ,Eclipse.
* **Adapters**: DB Adapters,JMS Adapter,OracleApps Adapter,JMS Adapter,MQ Adapter,AQ Adapter,File Adapter,Socket Adapter. XML/Web
* **Services**:XML,XSD,XSLT,SOAP,WSDL,HTML and XSL.
* **JavaTechnologies**:CoreJava,J2EE,JSP,Servelets and Spring
* **Databases**:SQL Developer Database
* **Operating System**: Windows Version
* **Control Tools**:SVN

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