

DIVYA N R



E-Mail: divya.n.ravi@gmail.com

Mobile: +91-9539272893

LinkedIN : <https://www.linkedin.com/in/divya-n-ravikumar-2446111b7>

Achievement: Driven IT professional with expertise in **Application Development, Support, Maintenance, and Operations**, targeting challenging assignments with a well-established and globally reputed organization.

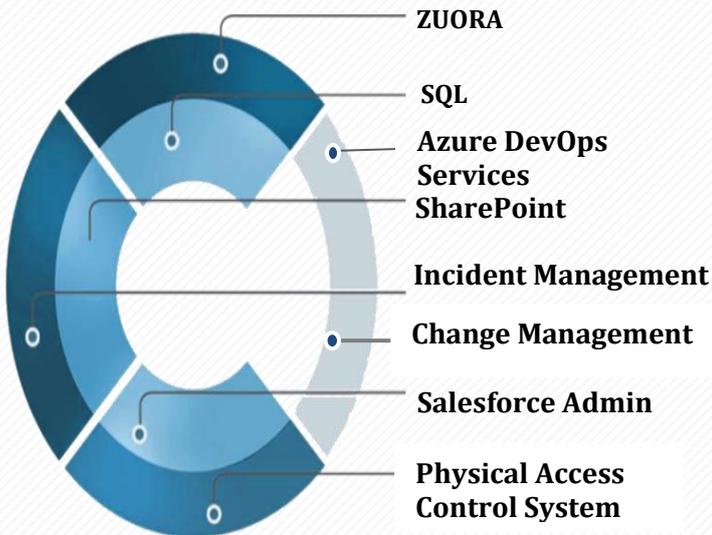


PROFILE SUMMARY

- ❖ A competent professional offering an experience of **6+ years** in **Application Development, Support, Maintenance, System Integration Testing and Operations**.
- ❖ Skilled in **ZUORA, SQL, SharePoint, and Physical Access Control System**.
- ❖ Diligent in steering improvement initiatives with focus on streamlining and managing processes with proactive planning, introducing new concepts, steering change, so on.
- ❖ Experience in problem-solving involving data understanding and preparation, data analysis, and presenting the analysis result to the client
- ❖ An effective communicator with strong problem-solving and organizational skills



IT SKILLS



EDUCATION



MTech IT (Integrated) from VIT in 2020



M.Sc. (Mathematics) from University of Calicut, in 2015



B.Sc. (Mathematics) from University of Calicut, in 2013



12th from Board of HSE, Kerala in 2010



10th from Kerala State Education Board in 2008

TOOLS

- ServiceNow
- Postman

PERSONAL SKILLS

-  Problem Solving
-  Communication
-  Requirement Elicitation
-  Customer Centricity
-  Attention to Details
-  Time Management

CAREER TIMELINE



WORK EXPERIENCE

Since Feb'16 with Wipro, Bengaluru, Karnataka

Relevant Project Experience

- Title : Senior Project Engineer**
Client : Philips
Role : Zuora Developer

Key Result Areas:

- ❖ Certified Zuora Business Analyst.
- ❖ Played key role in configuring rate plans, Product catalog, Invoice Templates, Workflows.
- ❖ Involved in ZUORA billing, Invoicing, Payments and Reporting.
- ❖ Experience in configuring Payment Gateways, Setting up tax codes and promo codes, configuring tax engines and tax connectors.
- ❖ Played important role in integrating ZUORA with other applications such as SAP, Salesforce, and Prismic.
- ❖ Maintenance and implementation of workflows
- ❖ Played important role in system integration testing
- ❖ RestAPI using Postman

2. Title : Senior Project Engineer
Client : Microsoft
Role : Sharepoint Support

Key Result Areas:

- ❖ Part of SharePoint admin activities such as user access management and setting up permission groups.
- ❖ Creation of new SharePoint sites, document libraries and lists.
- ❖ Setting up Item Level Permissions
- ❖ Incident management and Change Management

3. Title : Project Engineer
Client : Shell
Role : Application Support Analyst

Key Result Areas:

- ❖ Engaged in configuration of Physical Access Controls Systems such as ProWatch and HID_VMS.
- ❖ Engaged in support activities such as user account creation, deletion, and modification
- ❖ Involved in monthly control activities
- ❖ Provided end user support withing the Service Level Agreement
- ❖ Incident Management
- ❖ Change Management
- ❖ Problem Management

Certifications

- ❖ Certified Zuora Business Analyst



PERSONAL DETAILS

Date of Birth: 7th October 1992
Permanent Address: Neduvelical Illam, Pombra(PO), Palakkad- 678595, Kerala, India
Languages Known: English, Malayalam, Tamil and Hindi
Passport Number: N3920464
Passport Expiry: 25/10/2025

