

# Viraj Kansara

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## Personal Information

**Address:** 18, Tulsi Row House, Jodhpur Gam Road, Satellite, Ahmedabad – 380 015.

**Languages:** English, Hindi, Gujarati

**Nationality:** Indian (Citizenship)

## Objective

To be part of a result-oriented organization that makes optimum use of my skills and knowledge. I look forward to developing more and more skills to effectively deliver desired results to the clients and employers.

## Key Skills

- Production Services / Application Support Incident and Problem Management
- People Management / Career Development
- Change and Release Management
- Infrastructure Platform Management
- Customer Relationship Management
- Training and Process Improvement
- **Cloud Technologies:** AWS, Azure, Jenkins, DevOps and Linux
- **BI Tools:** Power BI, SQL and Tableau
- **CRM and Billing:** Salesforce, Zuora, Oracle EBS, Informatica
- **RPA tools:** Automation Anywhere and WinAutomation (Microsoft Power Automate)
- Networking, App Security, Log Analysis, Scripting.
- Business Continuity Management
- General IT Project Management
- Cross-Functional Collaboration
- Application Monitoring
- Platform Upgrades
- SDLC/Agile Methodologies
- Enterprise Strategic KPIs
- Vendor Management
- Business Analysis
- Escalations Management
- Expectation Management
- Databases Management
- Software Documentation
- Knowledge Base Management
- Customer Success

## Academics

- I pursued my **Bachelor of Engineering in Information Technology** from Alpha College of Engineering and Technology (GTU) in 2015 with 6.24 CGPA.
- I pursued my **Diploma in Information Technology** from L.J. Polytechnic (GTU) in 2011 with 7.42 CPI.
- I pursued my SSC examination with Gujarat board (GSEB) with 75.08% in the year 2008.

## Professional Experience

### S&P Global Capital IQ (India) Pvt Ltd (May 2019 – May 2020)

I worked as **Business Systems and Business Analyst II** as a part of Information Platforms / Digital Commerce & Finance vertical in CSO & Zuora Support teams, providing multiple applications, middleware and platform support across S&P Global.

**Zuora Team:** S&P is transforming the existing Order to Cash (OTC) system to align all divisions around one order-to-cash process enabled by new technology solutions (Oracle EBS, Zuora, Product Portal, Salesforce, Informatica cloud, Informatica MDM, Box, Vertex, Akritiv, Panjiva).

- Managed end-to-end integrations, and provided technical support for ongoing issues, defects and enhancements for the Order To Cash applications.
- Leading, Overseeing and working independently for providing data transformation, testing, troubleshooting, and end-to-end user support needs for OTC software applications.

- Help manage Zuora and its infrastructure. Making configuration changes within Zuora and maintaining appropriate documentation.
- Maintaining Z-Quotes integration with Salesforce. Continuously identifying and correcting data issues. Handling bulk data uploads for customer accounts, subscriptions, and usage data.
- Provide technical expertise in integrating Zuora with other applications. Train other resources in Zuora.
- Help deliver the solutions on time by coordinating with the Scrum team and the stakeholders. Help resolve issues related to maintenance and support.
- Creating, analyzing, and validating detailed functional specifications by collaborating with business stakeholders. Facilitating design sessions with the implementation team to define the solution.
- Delivering elements of systems design, including data migration rules, business rules, wire-frames, or other detailed deliverables.
- Setting up kick off meetings on user stories to address development team's queries/concerns.
- Proactively communicate and collaborate with product owners, project managers, developers, and QA teams to deliver solutions on time, on budget and as expected.
- Designing new process guidelines, writing business procedures and training materials, and leads implementation plans and stakeholder communications.
- Managing the sprint release and getting all the approval/sign offs from stakeholders prior to the release. Removing impediments in the Scrum team's progress.
- Presenting sprint reviews/demos to product owners and stakeholders for approval process. Assisting Product owners towards effective backlog prioritization.
- Analyzing back-end database structures and incorporating appropriate database structural and metadata changes.
- Troubleshooting data discrepancies through SQL and fixing those issues by writing SQL scripts and generic backfillers.
- Manage integrations for Order To Cash Day-to-Day operations and future projects for a wide range of applications.
- Ensure "operational excellence" capabilities (usability, availability, resilience, security, etc.) are not compromised. Ensure the platform meets security compliance criteria at all times.
- Identify and implement opportunities in the platform that will drive improvements in performance, scalability, reliability and reusability. Continue to drive down technical debt and cost of operations/support.
- Experience with Salesforce CPQ, Zuora CPQ and Oracle e-Business Suite and Fusion, Informatica, Vertex.

**CSO Team:** Content Systems Operations (CSO) team is responsible for providing technical solutions/support for internal applications/tools to content collection teams.

- Conducting business process analysis, troubleshooting internal application issues, implementing process and operational changes across businesses or areas.
- Providing fact-based interpretation and analysis of findings and knowledge-based recommendations to management. Continuously improve/maintain/create documentation, knowledge-base articles and training materials and implement automation tools.
- Facilitating business governance across assigned business/region for workflow systems with a focus on executing process and functionality improvements.
- Active contributing member of an Agile Scrum team accountable for delivering high quality software with complicated technical details surrounding product requirements and specifications to internal users.
- Working with our global content teams and our Data Architecture team to gather, analyze, and fill in technical gaps in requirements and promote a team culture and environment.
- Utilizing SQL to write custom queries, stored procedures and functions to mitigate risk while leading tasks, resources, and changes in Information Platforms.
- Participating in the scoping of proposed improvements, and works with Content Managers, Product Managers, or other Project Managers to turn business requirements into actionable developer specifications.
- Active in the resolution of Major Incidents and the Problem Management Process. Contributing to the planning and deployment of application/infrastructure releases and configuration changes as per the Release Management process.
- Maintain good working relationships with team members, internal departments as well as 3rd party vendors. Interact with internal teams and external 3rd party vendors to troubleshoot and resolve complex problems

and collate metrics for reporting on key performance and quality indicators, particularly in terms of in-depth trend analysis.

- Acts as a technical resource for internal and external projects and follows appropriate departmental and company procedures and policies (i.e. change control, security and auditing, release, configuration, problem and incident management) as per industry standard ITIL processes.
- Experience with Azure DevOps, Serena, and ServiceNow tool.

### **Automation Anywhere Software Pvt Ltd (March 2018 – March 2019)**

I worked as a **Technical Support Engineer** as a part of the Support Department for providing Platform and Core Functional Application Support to Robotics Process Automation (RPA) industry Market Leader.

- **Team Management:** Client communication, scheduling and coordinating meetings.
- **Technical Support:** Providing all level (L1+L2+L3) support to global customer requests via ticketing tool / Email / phone.
- **Shift Management:** Co-ordinating the shift for the other support members to accomplish 24\*7 support.
- **Reporting:** Providing daily, weekly and monthly customer wise request reports to management.
- **Staff Management:** Working with clients and HR for new hiring & scheduling interviews.
- Hands -on experience working with fixes at the product level, including installing and upgrading software.
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection on and for the Automation Anywhere Software Platform.
- Interact with clients to provide RPA process information in response to inquiries, concerns, and requests about products and services.
- Gather customer information and determine the issue by evaluating and analyzing the symptoms. Use logical reasoning to analyze a situation and make use of available debug utilities.
- Provides answers to clients by identifying problems; researching answers; guiding clients through corrective steps.
- Identify and escalate priority issues per Client specifications, as and when needed. Resolve problems via working with multiple teams as per the resource allocation.
- Provide the best solutions at all points in time with the objective of retaining customers' and clients' business.
- Conceptualize ideas and communicate to designated team members as per the need of the solution. Connect with end customers over online meetings to help provide quick resolutions.
- Stay updated with system information about new and cutting-edge technologies. Proficient in IIS configuration and user management on windows servers.
- Take ownership of incoming help requests from end users and document all pertinent customer information. Hands -on experience working with ticketing tools and an SLA governed environment.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriate channel. Record, track, and document the problem -solving process all the way through to the final resolution.
- Identify and learn old and new software features supported by the organization: IQBot, V10 (IIS App server), V11 (Jetty App Server), BotInsight line ups.
- Test fixes and BETA versions of the software to ensure reported problem(s) have been adequately resolved.
- Ability to establish a proper course of action to ensure efficient completion of work within prescribed time limits.
- Develop FAQ and Knowledge Base articles to aid in problem resolution. Atlassian JIRA Tracking tools for reporting issues.
- Experience in Power BI, Tableau, Splunk, Postman, IIS, Jetty, APIs - REST and SOAP, AWS, Atlassian JIRA, Salesforce, Zendesk and Service Cloud ticketing tool.

### **eClinicalWorks India Pvt Ltd (Feb 2016 – Jan 2018)**

I worked as a **Software Specialist** in the Install Team for installing EMR products, deploying version upgrades and providing support internal modules to USA Health Care Giant. I worked on daily reports, checked the application feasibility, tried to fix bugs if possible with coordination of module developers, learned new things about the latest software releases and assisted developers to make changes as per customer requirement.

- Deployment of eClinicalWorks product as a part of Install team on Windows Server and Linux Systems.

- Restructuring the Project Implementation plan to create a more streamlined roll out of overall solution installation and Go Live.
- Deploying various integrated software like Billing, Revenue Management etc. in the product application. Ensuring technical and functional designs meet business requirements.
- Provide support in production of detailed implementation/project plans across multiple work streams.
- Managing client escalations to handle all the troubleshooting, installation and upgrades of EMR software.
- Provide detailed documentation on training and product related to customers. Prepare and Publish technical scenarios like troubleshooting articles for internal support staff.
- Give detailed training about applications to understand their new requirements and explain the same thing to module experts. (Developer)
- Worked on SAAS, Locally Hosted and client-server architecture where we build servers from an open-source package, Apache Tomcat with integration of databases.
- Configuring & Managing Database Server based on MySQL and MSSQL. Enhancing database performance, performing restores, implement recovery procedures, handle performance tuning and conduct regular system backups.
- Experience with Apache Tomcat Server, Reporting Server 'IBM Cognos' installation, File Zilla, Postman, Linux, MySQL, MSSQL, Networking, Scripting, Azure, Wireshark.

### **TTEC (Motif Infotech) India Pvt Ltd (Mar 2015 – Feb 2016)**

I worked as a **Customer Care Representative** to understand users requirements about RetailMeNot coupons and schedule training and implementation tasks accordingly.

- **Training:** Provide training sessions to employees' module wise for RetailMeNot Software. (US eCommerce Coupon Giant)
- **Data Manipulation Services:** During integration and implementation work of RetailMeNot related tasks such as coupon import, coupon listing and other RetailMeNot publishing channel related tasks.
- **Designing & Development:** Coordinate with designing and development teams for RetailMeNot website and other eCommerce Development work.
- **Support Consultant:** Provide technical and customer service on ongoing queries about RetailMeNot CMS (Content Management System).
- Using web content management systems to analyze website usage statistics. Sourcing offers and coupons from various sources.
- Meeting with editing, marketing and design teams to plan and develop site content, style and appearance.
- Moderating offer's description, duplication, success ratio, feasibility. Converting raw data (offers) into information (for users to use those coupons) after appropriate processing.
- Writing reports for senior managers, clients and partnership organizations. Managing content uploaded by site users. Carrying out quality assurance checks on content.
- Reporting technical problems to IT support staff. Taking a lead role in maintenance and development of the site.
- Promoting information about the website to target customers and partners. Dealing with legal issues, such as copyright and data protection.
- Experience in Salesforce tools, MS Office Suite and Content Management Systems (CMS).

### **Freelancer (Sep 2011 – Feb 2015)**

I worked as a **Freelance WordPress Developer** on a requirement basis to develop and maintain Small Business Websites.

- Meeting with clients to discuss website design and function.
- Designing and building the website front-end. Creating the website architecture.
- Designing and managing the website back-end including database and server integration.
- Generating WordPress themes and plugins. Conducting website performance tests.
- Troubleshooting content issues. Conducting WordPress training with the client.
- Monitoring the performance of the live website.

Few of my client's portfolio:

- <http://www.itas.co.in>
- <http://carisepharma.com>

## Sonal Infocom (Jan 2011 – Aug 2011)

I was working in the Computer Hardware Support department as a **Jr. Customer Care Representative**.

- Provided technical assistance to customers on inbound telephone tech support calls. Used remote access to perform troubleshooting when needed.
- Walked customers through a step-by-step process for troubleshooting hardware issues. Assisted customers with anti-virus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems. Used great customer-service skills.
- Installed and maintained the company's computer systems and network. Performed upgrades and installed updates.
- Completed troubleshooting and repair when computers had problems. Assisted office staff with computer application questions.
- Conducted computer technology training with all new staff. Recommended computer products and applications to improve productivity.

## Certification, Rewards and Recognition

- I have received several appreciations from external clients, internal employees and management for exceeding their expectations and engaging them with timely updates for issues at Motif (now TTEC), eClinicalWorks, Automation Anywhere, S&P Global product based software support.
- I have been awarded with many Certificates for outstanding **monthly and quarterly performances** in [Motif](#) for the client [RetailMeNot \(US eCommerce Coupon Giant\)](#).
- Received **All Star award** for Outstanding performance throughout the year in August 2017 in [eClinicalWorks \(US Healthcare Giant\)](#).
- Received **Special bonuses for Q2 and Q4 2018** at [Automation Anywhere \(RPA leader\)](#) to meet the company's requirements and industrially set KPI standards. Each time received additional incentives also achieving necessary KPIs for continuous commitment towards work.
- Received spot bonus multiple times for being nominated in **Golden Support Award** as a top performing PM/BA when it comes to Technical Support as a part of IP/ DC&F group for [S&P Global](#) products (**Financial intelligence industry leader**). Focused on Developmental goals along with fulfilling Key Objectives for the year as a team player and was awarded **Exceptional Achievement** as per Bell-Curve increment formulae.
- Completed timely training, examinations and certifications required to fulfil my roles and responsibilities effectively. Few of them are listed below:
  - HIPAA Certified Practitioner for Healthcare domain
  - Automation Anywhere Certified Advance RPA Professional
  - Business Analysis Foundations
  - IT Service Desk: Service Management
  - Scrum: The Basics
  - Microsoft SQL Server 2019 Essential Training