

Amit Kumar Singh

Application Development Analyst

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To obtain a challenging and rewarding position where my degree in Information Technology and 1.10+ years of experience will be fully utilized.

WORK EXPERIENCE

Application Development Analyst

NCR Corporation

01/2020 - Present

IT Analyst

NCR Corporation

08/2019 - 01/2020

Software Intern

NCR Corporation

03/2019 - 07/2019

EDUCATION

B.Tech.

Guru Gobind Singh Indraprastha University ,
New Delhi

2015 - 2019

7.25 CGPA

Specialization

[- Information Technology]

CBSE XII

Shiksha Bharti Public School , New Delhi

2013 - 2014

76.8%

Stream

[- Science]

CBSE X

Shiksha Bharti Public School , New Delhi

2011 - 2012

9.4 CGPA

SKILLS

Salesforce.com

Apex

VisualForce

SOSL

SOQL

Java

HTML

CSS

LINUX

PROJECTS

OKM (Oracle Inquire Knowledge Management) (03/2019 - 01/2020)

- Oracle inquire Knowledge Management is an information management system that uses knowledge capture, storage, and distribution tools that Oracle developed. It inquire provides focused results that more directly relate to the issue being researched, thus reducing the cost of providing service while increasing customer satisfaction, and gaining an edge over competitors.
- I have involved in business and IT analysis (business requirement elicitation, analysis, development, facilitating IT/UAT, production rollout, end user training, documentation). Involved in end to end Oracle Knowledge(Inquire) implementation and production support for many clients.
- Expertise in InQuira (InfoCenter, information manager, search admin, analytics and reporting).

Quote Builder (01/2020 - Present)

- Create email templates, email alerts, workflows, validation rules, Approval Process and visualforce page as per requirements. Data load operations involving bulk records creation: customer accounts creations, sales orgs, leads, contacts, country codes and territories. User interface demonstrations of features like how to create reports, list views, change owners, and use custom settings to turn on and off trigger validations. Developing test plan and test results documents for complete business process flow testing.
- Work on User records data issue corrections, data fields value update, and record owner changes. Understood various business requirements with extensive interaction with business analysts and reporting teams and assisted in completing deployments. Created Master-detail relationships, look up relationships, email notifications, validation rules, manual data loading and reports in Salesforce.
- Written business logic in sf.com using apex classes, test classes, triggers, represented using vf pages.

SOFTWARE TOOLS

AGILE Methodology

Zuora

Oracle SQL Developer

PuTTY

SNOW

WinSCP