

## Chandrima Mandal

Female, 28 years

B.Tech, Information Technology

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### Professional Experience

Organization	Project: Canon Europe NV
	Key Responsibilities
<b>Tata Consultancy Services</b> 5 Years 7 Month (August 2015-Present)  <b>Designation:</b> IT Analyst	<ul style="list-style-type: none"><li>• Application Production Support based on Pearl Chain Contract Management &amp; CPQ</li><li>• Incident Management and Problem Management related to production support</li><li>• Command over SQL to provide data fixes over production data</li><li>• Preparing excel reports including business reports, problem management and defect reports</li><li>• User setup and user access management, User communication &amp; Service Desk management</li><li>• Business functionality/Customer support post Go-Live</li><li>• Work experience from Client location (Netherlands)</li><li>• Lead on Compliance management, audit on production data</li><li>• SCM Data Migration from Oracle 11i to R12 upgrade</li><li>• Testing with focus on Inventory, Order Management and Purchasing in Oracle</li><li>• Understanding test case requirements and execution as per client's business requirements</li><li>• Oracle R12 SCM order fulfilment including booking, pick release and closing of SO</li><li>• Regression testing related to contract management in Pearl Chain application</li><li>• Contract End to End testing, Opportunity creation, R12 Order Fulfillment, Invoice creation</li><li>• QA testing including Unit, System Integration and Acceptance testing</li><li>• Working in Agile Methodologies</li></ul>

### Educational Details

Course	Specialization	University/ Board	Institute	Year	Percentage
B.Tech	I.T.	Maulana Abul Kalam Azad University of Technology	Kalyani Government Engineering College, West Bengal	2015	8.22/10
XII	Science	W.B.C.H.S.E.	New Barrackpore Colony Girls' High School, Kolkata	2010	78.4%
X	General	W.B.B.S.E.	Birati Mahajati Balika Vidyamandir, Kolkata	2008	86.3%

### Additional Education Degree/ Certifications

- Oracle E-Business Suite 12 Supply Chain Certified Implementation Specialist: Oracle Order Management Certification, 2018

### Software Proficiency

- Oracle Application: 11i to R12
- Modules: Oracle Inventory, Order Management and Purchasing
- Operating Systems: Windows XP, Windows 7, Windows 10
- Databases: Oracle 11i, R12
- Software: MS Excel, MS Office, Open Office
- Programming Languages: SQL, PL/SQL
- Pearl Chain Application: CM (Contract Management) and CPQ (Configure Price Quote)

- Change Management Tool: HPALM, ITRP tool, Problem Management tool, TeamForge

**Special Achievements**

- Awarded appreciation letter from the IT Director of Canon Europe Account for outstanding contribution in project
- Achieved “On the Spot Award” 4 times from project
- Achieved “On the Spot Team” for managing Compliance team

**Other Information**

- Participant in dance, ILP, TCS, Gandhinagar, Gujarat
- Hobbies: Travelling, Playing Guitar, Singing
- Languages Known: English, Hindi, Bengali