

## Curriculum Vitae

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PRATEEK TIWARI

### Summary:

- Worked with Tech Mahindra Pvt. Ltd as Software engineer in CIO-CRM-ON-DEMAND project.
- 2 years 10 months experience as Software Developer, Experience in Oracle CRM Domain (Oracle CRM On-Demand and Oracle Sales Cloud Release 12/11) ,Power BI visualization and expertise in PLSQL/SQL.
- Domain Expertise in CRM (Sales).
- Experience Creating PL/SQL Packages, Procedures, Functions,
- Creating Views and Materialized Views
- Creating Triggers, Writing Exception handling.
- Experience with Project life cycle management and Testing Cycles like Unit Testing, SIT, UAT and Production Deployments.
- Hands on experience in System Integration between CIO BI and CIO CRM using PLSQL.
- Hands on experience in defect tracking tool JIRA.
- Knowledge in MS Excel, Microsoft Power BI.
- Knowledge of Cloud platform AWS RDS(Oracle Database).
- Good Team player.
- Colleagues know me as a highly creative developer who can always be trusted to come up with a new approach.
- Experience in report generation and documentation.
- Great aptitude for learning new skills/technologies and adapting to new environments.
- Strong commitment to quality, documentation and engineering excellence
- Experience in Unix using basic commands
- Strong verbal and communication skills

### Professional experience:

- Software Engineer in Tech Mahindra Pvt. Ltd
- Completed ELITE training Tech Mahindra Duration: July 2014- Dec 2014.

- Microsoft Student Partner (2012-2013) for Windows mobile application testing and debug on Azure cloud platform.

### **Certifications/Awards:**

1. Certified for completing ELITE training Tech Mahindra.
2. Pat on back.

### **Project Undertaken at Tech Mahindra:**

#### 1. CIO-CRM-ON-DEMAND

Job title: Software engineer.

Environment/Tools: Oracle 11g , SQL Developer, TOAD, Oracle CRM-ON-DEMAND, Ms Excel, JIRA (Issue tracker tool), Oracle Sales Cloud (Oracle CX sales)

Duration: Dec 2014- May 2017.

#### Description:

This project particularly aimed at providing customization on Oracle CRM-ON-DEMAND as per the end user (sales team) requirement through business heads. And various report generation from the Oracle CRM system and the Oracle database on timely bases. Various modules involved are CRM Accounts, Contacts, Lead, Opportunity etc. End-to-end testing of the system on SQL developer and its integration with various other upstream and downstream systems Like PeopleSoft HR and CIO BI. Data visualization using Microsoft Power BI for the weekly meeting with the business head.

#### **Roles & Responsibilities:-**

- Involved in Requirement Gathering, analysis, Design and Development
- Involved in Testing cycles like Unit Testing, SIT, UAT
- Involved in Production Deployment and Support activities
  
- Responsible for designing triggers, Procedures, database generated revenue reports through Email.
- Worked on Views with DBA for system integration.
- Functional Consultant for integration of CRM and BI system and related database tables and view.

- According to the Change Request/Service Request/ Incidents Raised CRM-On Demand UI customization and functionality testing.
- Involved in resolving all database performance issues, performance enhancements, and tuning strategies.
- Part of the CRM up-gradation team from CRM On demand to Oracle Sales Cloud. And Experience in data migration.
- managing Reports and analytics of the oracle sales cloud based on different job role of the sales team. And building report using OSC's report and analytics as per the business requirement.
- As a member of Production Support team involved in Handling Production Issues reported by Clients on call.
- Experience on JIRA tool for closing all testing related issues raised by the testing team.
- Hands on experience on Microsoft Power BI with the business heads on visualization of the forecast of opportunity and other modules in CRM.

### **Graduate Training Program (ELITE Training) Tech Mahindra**

Duration: July 2014 to December 2014

#### Graduate Training:

1. Attended the following technical modules as a part of the graduate training program (ELITE training) and completed the examinations for all the modules:-
  - Unix
  - Basic Telecom OSS/BSS,
  - HTML/CSS/JavaScript, DBMS
  - Software Testing Principles SQL/PLSQL etc.
2. Attended Behavioral sessions as a part of the ELITE training Tech Mahindra and cleared the examinations for the same.

**Academic Qualification:**

Year	Degree/Certificate	Institute/University	Percentage
2010-2014	B.E(Computer Science)	Gyan Ganga college of technology, Jabalpur(M.P)	70.20%
2010	HSC	Mahakoushal Public School, Jabalpur	70%
2008	SSC	St. Xavier's High School, Jabalpur	67%

**Personal Details:**

Date of Birth: 06<sup>th</sup> April 1991.

Gender: Male.

Nationality: Indian.

Languages: English, Hindi.