

# Amit Kumar Singh

IT Analyst

To obtain a challenging and rewarding position where my degree in Information Technology and 1 year 10 months of experience will be fully utilized.

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## WORK EXPERIENCE

### IT Analyst

NCR Corporation

07/2019 - 01/2021

Gurugram, India

### Software Intern

NCR Corporation

03/2019 - 07/2019

Gurugram, India

## EDUCATION

### B.Tech

ASET, Guru Gobind Singh Indraprastha University, New Delhi

2015 - 2019

72.5%

Specialization

- Information Technology

### CBSE Class XII

Shiksha Bharti Public School

2013 - 2014

76.8%

Course

- Science

### CBSE Class X

Shiksha Bharti Public School

2011 - 2012

9.4 CGPA

## SKILLS

Salesforce.com

Java

SQL

LINUX

HTML

CSS

Technical Support

CRM

L2 Support

User Experience

Apex

Visualforce Page

UAT Testing

Troubleshooting

Incident Management

## PROJECTS

### OKM (Oracle InQuira Knowledge Management)

- I have involved in business and IT analysis ( elicitation, analysis, development, facilitating IT/UAT, production rollout, end user training, documentation ). Involved in end to end Oracle Knowledge(Inquira) production support for many clients.
- Expertise in InQuira (InfoCenter, information manager, search admin, analytics and reporting).
- Have a strong hold on Customer Experience & Knowledge Management.

### Quote Builder(Salesforce)

- 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.
- Written business logic in sf.com using apex classes, test classes, triggers, represented using vf pages.
- Created Master-Detail relationships, look up relationships, email notifications, validation rules, manual Salesforce data loading and reports in salesforce.

## LANGUAGES

English

Full Professional Proficiency

## SOFTWARE TOOLS

Agile methodology

Zuora

Oracle Sql Developer

Mtputty

Eclipse

SNOW

WinSCP