

## **KARTHIKEYAN.V**

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### **CAREER OBJECTIVE:**

To develop my career in an esteemed organization with a good professional atmosphere, where I can implement my creativity and talent towards the growth of the organization.

### **EXPERIENCE SUMMARY:**

- Company: **Wipro Technologies**
- Designation: **Associate Consultant**
- Tenure: **13<sup>th</sup> February 2012** till date
- Possess sound experience in preparing User Training Materials that can be helpful for the new recruits also.
- Have conducted several Training Sessions for Business Users and to my Wipro Team.
- Have interacted and worked directly with **U.S., Malaysia and Singapore** based clients.
- Possess plenty of experience in preparing manuals for existing and new processes that comes up in a project lifecycle.
- I am a member of the prestigious **Toastmasters International Club** and hold the **Vice President Membership** post in my club, which is for **Wipro Chennai Toastmasters Club**.
- I help many online bloggers with their writing skills by reviewing their English scripts and provide as many suggestions as possible to improve their writing abilities.
- Possess strong programming experience as an **Oracle PL/SQL** Developer with Analysis, Design and Implementation of Business Applications using the Oracle Relational Database Management System (RDBMS).
- Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team. Also, have handful of experience in interacting directly with customers.
- Sound functional knowledge on **P2P & O2C Cycles** and **General Ledger** related process.
- Involved in all phases of the **SDLC** (Software Development Life Cycle) from analysis, design, development, testing, implementation and maintenance with timely delivery against aggressive deadlines.

## Onsite Experience:

### *Onsite Travel #1*

- Location: **Singapore**
- Tenure: **1.5 Months (Short Term visit)**
- Account: **Broadcom Technologies**
- Had travelled to Singapore a couple of times to work directly with the clients & users and also for user training related work where I had to train around 100+ users.
- Also helped those by preparing process related training materials so that they can refer to them in the future.

### *Onsite Travel #2*

- Location: **Penang, Malaysia.**
- Tenure: **Since December 2015 to January 2019.**
- Account: **Broadcom Technologies**
- Had directly worked with my customer at Penang.
- Handled users for technical, functional and training related queries & issues for most part of the time.
- Have also conducted classroom sessions for users on the existing and new processes.

## TECHNICAL SKILL SETS:

- Programming Languages : SQL, Shell Scripting.
- Operating system : Windows.
- Databases : Oracle 10G, MS Access.
- Applications : Oracle Forms & Reports, Oracle EBS R12.
- IDE : TOAD, SQL Developer.
- Tools : **UPK, Captivate, Photoshop(Basics)**
- Oracle Apps Modules : WMS, OM, Manufacturing.

## PROJECT EXPERIENCE:

### 1. Project Quantum:

Client	: Wipro(Internal Project).
Team Size	: 10
Duration	: Mar 2019 till date.
Tools/IDE	: Captivate, Photoshop.
Application	: SAP (ERP)

### **Roles & Responsibilities:**

- I have been working in a project currently which is about to influence all **1.6Lakh** employees directly. Such is the scope of the project and several top management heads are overseeing it.
- I have been writing and preparing many materials for the current processes and for the new processes.
- My job involves understanding many complex **Technical and Functional processes** and converting them into readable materials that can be passed on to the end users as well as to the Customers of **Wipro Ltd.**
- I have worked on **ILT** development for the end users.
- Every single team in the Organization will be benefitted once the project goes live.
- The modules covered under this development are Sales, Marketing, Finance, HR, etc.
- I have also worked on Empowering **CHAT BOT** so that ticket volume can be reduced drastically.
- Though there is very less scope for automation in the field that I am working currently, **I have somehow managed to find out a way to automate the ticket resolution process.**
- Apart from resolving user issues, ***I also conduct training sessions to the users in order to explain them the functionalities and concepts in detail.***
- Overall, I have experience in development, support and client handling.

### 2. Broadcom Technologies:

Client	: Broadcom.
Team Size	: 10
Duration	: Feb 2014 to Feb 2019.
Tools/IDE	: Toad.
Application	: Oracle EBS.

### **Roles & Responsibilities:**

- I had worked on a Face-to-Face role with my customer to identify bugs in existing system and to fix them.

- Apart from resolving user issues, ***I also conduct training sessions to the users in order to explain them the functionalities and concepts in detail.***
- I was previously working on Oracle Shipping Module (WMS).
- Had supported the Setup change requests to meet the client requirement.
- Had provided Production Support and resolved the issues on time.
- Familiar with the Oracle Mobile Application which is generally used in the Warehouse.
- Have developed RTF reports on Shipping Labels that is printed during the Shipping Process.
- Have worked on RDF reports(Oracle Report) for minor enhancements.
- **Have Performed Process based training to Users.**
- Developed interface scripts to bulk load data from different data files into Oracle tables.
- Developed **PL/SQL** reports capable of picking data from database and sending the same to the required user(s).
- Created the required AOL objects such as **Concurrent Programs, Value Sets, etc.** for the implementation of APIs.
- Actively involved in warranty period where user raises incidents for issues faced post Go-Live.

### **3. Manufacturing Reporting Automation Project (MRAP):**

#### **Project Description:**

Title : MRAP  
 Client : **Cisco.**  
 Team Size : 3  
 Duration : June 2012 to Jan 2014.  
 Tools/IDE : Toad, Dollar Universe.

MRAP is a Reporting tool used for grouping transaction under different product families and business unit. Product Families and business units are some of the custom organizational hierarchies defined for **Cisco's** business.

- It is an automated daily virtual close reporting tool for use by Manufacturing Finance and for Manufacturing Operations.
- The tool was developed to eliminate the current labor-intensive reporting process that did not allow sufficient time for analysis and will provide emphasis on results by each business unit & buyer.

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

- ***Participated in the development of technical documents and training materials on various functionalities of the tool and delivered training to the end users.***
- Developed Advance **PL/SQL packages, procedures, triggers, functions, Indexes** to implement business logic.
- Created and modified several SQL scripts to enhance the functionalities.

- Enhanced packages to fetch complex data from different tables in remote databases using joins, sub queries and database links.
- Involved in full development cycle of **Planning, Analysis, Design, Development, Testing and Implementation.**
- Actively involved in the deployment cycle of codes from development environment to production environment.
- Post development work completion, I was also involved fully on **training material preparation** for the new processes.

## STRENGTHS:

- Excellent communication skills to make presentations precisely and clearly.
- Good problem-solving ability and analytical skill.
- Good team player. Have excellent interaction skills to coordinate and work within a team.
- Strong determination to succeed.
- Highly organized - can prioritize work schedules, manage time effectively and meet deadlines.
- Quick learner and hardworking.
- Flexible and can adapt quickly to new working environment.
- Matured approach through life experience.

## ACHIEVEMENTS & ACCOMPLISHMENTS:

- Had received the **MAVERICK** award for my contribution leading to success of the project during Q1FY14 & Q2FY14 **Cisco** financial quarters.
- Had received **SHIFT THE GEAR AWARD** during my stint in the Cisco Account.
- Had received **FEATHER IN THE CAP AWARD** for my contribution in the Broadcom Account.
- Had also received the **STAR OF THE QUARTER AWARD** twice for keeping the customer happy (nominated by the client directly) with my work.
- Won a **TOP-GEAR** challenge in which entire Wipro fraternity participated among which I emerged as a winner for displaying my writing ability.

## ACADEMIC DETAILS:

COURSE	INSTITUTION	EXAMINATION AUTHORITY	PERCENTAGE (%)	YEAR OF PASSING
B.E (CSE)	SMK Fomra Institute of Technology	Anna University	73.0	2011
H.S.C	Karnataka Sangha Hr. Sec, School	Govt. Of Tamil Nadu	81.4	2007
S.S.L.C	Karnataka Sangha Hr. Sec, School	Govt. Of Tamil Nadu	85.4	2005

**PERSONAL DETAILS:**

Father's Name : Mr. R. Venkata Krishnan

Date of Birth : 13/10/1989

Gender : Male

**LANGUAGES KNOWN:**

LANGUAGE	READ	WRITE	SPEAK
ENGLISH	✓	✓	✓
HINDI	✓	✓	✓
TAMIL	✓	✓	✓
KANNADA	✓	✓	✓
TELUGU	✓		✓

**DECLARATION:**

I do hereby declare that the information and facts stated hereinabove are true, correct and complete to the best of my knowledge and belief.

PLACE:

SIGNATURE :

DATE:

NAME : KARTHIKEYAN