Venkata

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### OBJECTIVE

An accomplished & knowledgeable IT professional, providing support on various Applications, Networking and Hardware with the ability to handle responsibilities independently, is aiming for assignments in Information Technology to support IT needs for an organization of high repute.

# **PROFESSIONAL SUMMARY**

17+ years of experience in the field of Information Technology, that includes Systems Administration, Software Support, maintenance of client server applications using Oracle Retail, Microsoft Dynamics Navision, Torex, and have worked on domains like Retail (14+ years) and Hospitality (3+ years).

# **EDUCATION**

Bachelor degree in Business Administration (**B.B.A**) from Madurai Kamaraj University Madurai, India.

# **CERTIFICATIONS**

* CCTP Certification in Software Testing Tools from STC, India.
* Microsoft Certified Professional Certification from Microsoft Inc., India.

# **SKILLS**

## Operating Systems : Windows 7/8/10, Windows Server 2008, UNIX, MacOs, Novell Netware.

## RDBMS : Oracle 9i enterprise Edition Release 9.2.0.8.0.

Languages : PL/SQL, SQL, FoxPro.

Tools and Utilities : SQLPlus Toad, BRIO.

ERP : Torex, Microsoft Dynamics Navision (LS-Retail: POS, CRM,

Inventory Management), Oracle Apps (GL, AR and AP).

Microsoft Office Tools : Word, Excel, PowerPoint, SharePoint.

Oracle Retail Modules : Oracle Retail Merchandising System (ORMS),

 Oracle Retail Point of Sale (ORPOS).

**PROFESSIONAL EXPERIENCE**

**Company** : Landmark Group, Dubai, UAE.

**Duration** : Mar-2012 - till date.

**Designation** : IT Executive

**Role/ Responsibilities:**

* Supporting around 180 users (Head office, Warehouse and Territory) on their day to day operations for various applications to ensure Business as usual.
* Coordinate with multiple locations to ensure Daily sales data replication happens to ER system.
* Creating custom reports using Brio (Reporting Tool) and ER system.
* Played key role in Implementation and operational support of applications RMS, MFP, APX, PLM.
* Install desktop applications for users.
* Support for ongoing projects like RFID, Mockshop and Store Force.
* Create & manage Product Hierarchical changes for the business.
* Implemented an integrated Retail Store Operation Software “Torex”, for POS, Inventory Management and other store operations.
* Implemented Integration between Shukran (Loyalty program) to Torex.
* Support for Inventory Management in stores.
* Support for New Mega DC implementation.
* Provide functional support for Business and IT teams.

**Company :** Lilliput India Pvt. Ltd, Delhi, India.

**Duration :** Nov-2010 – Feb 2012.

**Designation :** Asst. IT Manager

**Role/ Responsibilities:**

* Coordinated/supported on the implementation of Retail Management Solution (LS-Retail) in Lilliput using Microsoft Dynamics NAV, and provided business inputs on Loyalty Management for the CRM module during the development phase.
* Handled day-to-day support of over 300 stores.
* Managed the data replication from/to Back office data to stores using Data Director, and also performed functional compatibility of the data replication.
* Responsible for Production Database activities like Re-indexing, Backups and Restoration on a regular basis. Also, built a testing Database server and managed database activities end to end.
* Creating custom reports using Brio Reporting Tool for Inventory, Sales, Returns etc.
* Played key role in Implementing and Installing Data Director and performed activities like New store setup, Host file updation, database updates, scheduling store replication jobs, etc.
* Install desktop applications for users.
* Provide functional support for Business and IT teams.

**Company :** Food World Supermarket Pvt. Ltd, Bangalore, India.

**Duration :** Jun-2008 – Nov 2010.

**Designation :** Senior IT Officer

**Role/ Responsibilities:**

* Provided IT support to around 41 Food world supermarkets and 61 Health & Glow stores located over Hyderabad, Chennai, Bangalore and Mumbai.
* Managed Email administration in Food World for around 600 users.
* Involved in provisioning desktop systems for users and in troubleshooting issues and provided resolutions, managed Windows Administration and Network support.
* Configured POS machines and deployed at stores and also supported on operational issues.
* Managed IT Hardware procurements for Food World.
* Provide daily/weekly/month store performance reports to management using SQL and TOAD utilities.
* Performed Testing of Retailing Applications for Software Vendors.

**Previous Experiences**

* **Jul-2007 to Jun-2008** : Worked as **IT Executive** at Indi Shoppe Pvt. Ltd., India.
* **Jul-2002 to Jun-2007** : Worked as I**T Executive** at Lifestyle International Pvt. Ltd., India.
* **Nov-2001 to Jul-2002** : Worked as **System Administrator** at QUANTUM International Pvt., Ltd, India.
* **Jun-1998 to Oct-2001** : Worked as EDP Assistant at Unique CAD Services (P) Ltd., India.