

# JENNIFER

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**CAREER OBJECTIVE:** Seeking a challenging environment that encourages continuous learning and creativity provides exposure to new ideas and stimulates personal and professional growth.

# Professional Experience

* 3 Years and 10 months of total experience in Production Support related tools and applications.
* Good Communication, interpersonal skills and have striven for continuous improvement.
* Enhancements to the existing system as specified by the client.
* Experienced in Executing SQL Queries to manipulate the data from database.
* Experienced in handling problem tickets from users and responsible for solving them.

# Experience summary

* **Invenger Technologies, India** (January-11 to October 2014)

# 1) FileNet (DocProcessing Development and Support Team)

**PROJECT DETAILS:**

Title **: FileNet (DocProcessing and Storage)**

Client : A Leading US based Insurance Company. Organization: Invenger Technologies, India

Role : Production Support Analyst.

Hands on : Applications Maintenance and Enhancement. Team Size : 12

Tools used : IBM FileNet Capture Professional 5.2. Duration : January 2011 to October 14 Environment: **FileNet**

# Description:

FileNet is a Storage and Doc Processing environment where inbound documents such as customers’ emails and faxes are processed and stored with a unique identity.

The stored documents are then attached to the required claim number and then the same can be called to be viewed by either the customer or the agent for future reference.

# Responsibilities in the Project:

* Monitoring of various applications related to **FileNet** and to consult new methodologies or enhance old ones for increasing the performance or efficiency of the overall process.
* Used **ORACLE** platform for Database related queries and work around.
* Responsible for smooth working of the overall system and to analyze any issues related to the system

and to bring up an effective strategy to overcome the same.

# Technologies Used: ORACLE, C#,

1. **INET (InterNET Development and Support Team)**

**PROJECT DETAILS:**

Title **: INET**

Client : A Leading US based Insurance Company. Organization: Invenger Technologies, India

Role : Production Support Analyst.

Hands on : Applications Maintenance and Enhancement. Team Size : 12

Tools used : Application based

Duration : January 2011 to October 2014

# Description:

INET represents a web based technology consisting of several web related applications and web services

which provide a safe and secure transactions between the customers and clients.

Functions of INET include creating claims, querying claims, finalizing claims, assigning claims to particular adjuster etc.

# Responsibilities in the Project:

* Part of the Data management team.
* Responsible for smooth working of the overall system and to analyze any issues related to the system and to bring up an effective strategy to overcome any related issue.
* Responsible for **Ticket Handling** related to INET Stream and to come up with a possible work around or solution for the issue and communicate the same to the owner of the ticket.
* Analyzing already existing claims for any possible issue through log search, database entries using

**TOAD, SQL Server** and to provide a possible analysis report to the concerned authorities.

* Responsible for Organizing Touch points to check whether the application functionality and efficiency is up to the mark as expected by clients and to work with the developer of the application to fix the issue if in case there occurs any.
* Executing SQL Queries to Query/manipulate the data from database.

# Technologies Used: ORACLE, C#, Web Sphere MQ,IIS 6.0,SQL Server.

1. **ProLaw (Professional Law Services System)**

**PROJECT DETAILS:**

Title **: ProLaw**

Client : A Leading US based Insurance Company. Organization: Invenger Technologies, India

Role : Production Support Analyst and Developer. Hands on : Applications Maintenance and Enhancement. Team Size : 12

Tools used : Application based

Duration : January 2011 to October 2014

# Description:

Prolaw is a web based technology which is used by Clients Legal offices to handle legal disputes between clients and client’s customers. This mainly includes processing legal documents related to the claim in dispute as well as to keep a track of the claims which have been handled by the legal representatives of the client.

# Responsibilities in the Project:

* Part of the Data management team.
* Responsible for smooth working of the overall system and to analyze any issues related to the system and to bring up an effective strategy to overcome any related issue.
* Responsible for **Ticket Handling** related to ProlawStream and to come up with a possible work around or solution for the issue and communicate the same to the owner of the ticket.
* Responsible for Organizing Touch points to check whether the application functionality and efficiency is up to the mark as expected by clients and to work with the developer of the application to fix the issue if in case there occurs any.
* Executing SQL Queries to Query/manipulate the data from database.

# Technologies Used: ORACLE, C#, SQL Server.

**6 months of experience in websphere application ,migration of new application. ACADEMIC QUALIFICATION:**

* Completed B.E. (Electronics & Communication) in St Joseph Engineering College, Mangalore with 65% marks during 2005-2009.
* Completed Pre-University Education in Vidyanikethan pre University College with 75 % during 2003- 2005.
* Completed SSLC in Vidyanikethan Public School, I.C.S.E. Kaup with 65% during 2002-2003.

**COURSES:** SQL ORACLE HTML PHP

# PERSONAL SKILLS:

* Comprehensive problem solving abilities
* Excellent verbal and written communication skills
* Ability to deal with people diplomatically
* Willingness to learn
* Team facilitator

# PERSONAL DETAILS:

Date of Birth : 01-Aug-1987

Languages Known : English,Hindi, Kannada and Konkani

Hobbies : Dancing, Listening Music, Exploring new things.

# DECLARATION:

I hereby declare that all the above information is true and correct to best of my knowledge.