

Sr. Enterprise Application Specialist

Mereena Cyriac

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Results driven Application Specialist with **14+ years of experience** in application support and integration. Solid experience in managing team resources, partnering with business groups and establishing customer/ vendor relationships.

WORK EXPERIENCE SUMMARY

JumboElectronics,Dubai,UAE http://jumbocorp.com	Enterprise Application Specialist Jan 2012-Till date
Al Shirawi Enterprises, Dubai UAE http://www.alshirawienterprises.com/	JDE Senior Tech Consultant Dec 2009 – Jan 2012
National Food Products Company, Dubai, UAE http://www.nfpcgroup.com/	JDE Tech Consultant Aug 2007 – Feb 2009
MAHCE, Dubai, UAE http://www.mahcedubai.com	Software Engineer Jun 2005 –April2006
Oracle IDC, Bangalore, India http://www.oracle.com/	Associate Project Jan 2004 – May 2005

TECHNICAL & FUNCTIONAL SKILLS

- Rich experience in **full implementation life cycle of Dynamics 365, ORPOS, JDE 9.1 Upgrade and WMS cloud solutions.**
- Core team member of ERP implementation **Microsoft CRM and FinOps (Dynamics 365).**
- Leading **Integration** development between **Dynamics 365 and third-party** applications
- Lead integration between ERP and other legacy business systems using tools like **Oracle SOA Suite 12c**, Webservice protocols like **SOAP(XML), REST(JSON) and JAVA** Scheduled jobs on AS400.
- Developed **RPA** projects of **attended BOTs** using **UiPath Studio** for various business requirements to avoid redundant data processing.
- Integrated Applications such as **E+P LFS(WMS), Oracle POS, Ecommerce Platform, SalesForce, Mobility Solutions, Online Market Places, Marketing Cloud Solutions , Online Banking Solutions (Host-Host , SFTP), TalentOZ-HCM** with organizational **ERP -J D Edwards 9.1**
- Expertise on functional modules of JD Edwards - **Distribution, HRMS (Leave Management) and AR.**
- Hands on experience on JD Edwards Technical Tools - **E1 OMW toolset - ER, APPL, UBE, TDA, TC, WORKFLOW OBJECTS, BSSV, C++ & NER BSN, BSSV and AIS Server & Client Structure.**

SCHOLASTICS

- Master's in Computer Applications (**MCA Year 2003 – Bharathiar University, TamilNadu, India**).
- Attended **Training for Oracle SOA Suite 12c**
- Completed **UiPath** Foundation Training **2018.3**
- Employee of the Quarter Awardee – Jumbo Electronics
- Go Extra Mile Awardee – PeopleSoft IDC
- **PMP** Aspirant (**PMI Membership ID -6157858**)
- **IELTS Score (7.5) - L-7.5,R-8.0,W-6.5,S-7.0**

PERSONAL DETAILS

- Nationality – Indian
- Date of Birth – 02 Oct 1979

Project Summary

Jumbo Electronics LLC, Dubai, UAE

Officer–Application Integration

Jumbo Electronics is UAE's leading distributor and retailer for IT & consumer electronics.

Job Description

As a Senior Application Support Specialist in Jumbo, was responsible for the seamless end user support and data flow between organizational ERP and other systems.

- Played as a **Lead Solution Provider** for the endless data interface between different 3rd party systems of organization and main ERP **JD Edwards**.
- Designed and implemented **Oracle SOA Suite 12c** components of integration using File Adapter & DB Adapter.
- Key team member implementing **Oracle POS** for **25+** retail showrooms across UAE and OMAN.
- Part of implementation team for **Sales Force CRM**, key role in interfacing.
- Key team player implementing **mobility solutions (Van Sales)** for credit and cash customers.
- Crucial role played in the implementation of **online ecommerce portal** <https://www.jumbo.ae/>.
- Data integration with Market Place Holders like <https://uae.souq.com/ae-en/> and <https://www.noon.com/uae-en/>
- Lead implementation of Sales and Contact data integration on **Emarsys Marketing Cloud**
- Key team player implementing **TalentOZ HCM Solutions** for **Recruitment** and **Core HR operations**.
- **Primary point of contact** for end user support for **ERP, WMS, POS, Salesforce Ecommerce and Mobility Solutions**.
- Key role in JD Edwards techno functional activities.
- Implemented automation projects for bulk sales order entries using **UiPath Studio**.
- Well-versed in development tools of communications like **SOAP, REST,FTP, SFTP, JSON** etc.
- Vendor's direct point of contact.
- Core team member of new ERP implementation of **Dynamics 365(CRM and FinOps)**
- Leading **Integration Development of Dynamics 365 with other systems** and applications of organization

Al Shirawi Enterprises, Dubai

JDE Sr Technical Consultant

Al Shirawi Enterprises LLC. Was appointed sole distributor for SCANIA trucks and buses in 1981 for Dubai and the Northern Emirates. The company soon established itself as a market leader in the heavy truck sector.

Job Description

Was mainly responsible for Daily System support of J D Edwards , additionally developed and managed below applications.

- JDE Support & Maintenance
- Oracle Business Intelligence Enterprise Edition (10.1.3.4.1)
- Vehicle Passing System (Visual Basic, SQL Server, Web Services APIs)
- Call Management Application (Visual basic 2005, SQL Server 2000, Crystal Reports)
- Vehicle Defect Clearance Service Development incorporated with IBM by RTA Licensing Agency for Al Shirawi Enterprises(HVRMS)
- Secure Gate Control System – an interface application in ANDROID SDK (2.2)

National Food Products Company, Abudhabi ,UAE

JD Edwards Technical Consultant

National Food Products Company is UAE's first and largest FMCG Company in the beverage and dairy products segment.

Job Description

- Troubleshoot & resolve application related glitches in tight deadlines and provide adequate user support and training.
- Create Custom Reports to Sales Order processing, Fixed Assets.
- Create Custom Table Conversion UBE to upload bulk quantity of sales order data from flat file to Enterprise One tables.
- Design & map import data into Inventory Interoperability Tables: F4201Z1 and F4211Z1
- Customize the existing UBEs.
- Customize the BSFN X00500 (Convert Numeric Value To Words) to convert amount with 3 decimal places.
- Customize Table triggers to populate all the amount fields for amount with 3 decimals places too.
- Participate in Package Builds, ESU & ASU updates as well as the Java Generation of JDE Objects.
- Create Middleware applications to extract data to/from Enterprise One applications especially for the purpose of Managerial reports creation.
- Digging through the Jde and Jas Log files (JDEDEBUG.LOG & JDE.LOG) to track the process flow and resolving issues on a fast track basis..
- Design & create interactive applications, ad-hoc reports, queries and data extracts as requested by the management.
- **Middleware applications: Bank Transaction System (Asp.net(C#) and SQL Server)** – An Intranet Web Application fetching data from JDE AP tables also user has the interface to keep track of Payments, Deposits, Receipts and Adjustments made in the company on a daily basis.
IT Support System (ASP & Access) – An Interface to enter the Item Master, Address book master, Raw Materials details for the very end user. It goes through a series of activity rules before moving the actual data to corresponding JDE tables.
Helpdesk & Performance Tuning System (ASP & Access) - Process flow oriented system to give adequate user support for any kind of issues an IT Dept has to do. It monitors and calculates the performance of an IT resource on the basis of time taken to solve each issue.

MAHCE, Dubai.

Senior Application Developer

MAHCE is dedicated to providing specialized **Enterprise business solutions** and innovative technology-enabled services for Destination Management Companies.

Job Description

- Provide Online User Support and Maintenance to the DMC Enterprise Business Solution called **Columbus (Visual Basic 5 & MS SQL Server)** to various clients in GCC like whitesandstours.ae, royalpark.net and arabianlinktours
- Customize Internet Web Solutions for Inbound, Outbound, Ticketing and Intercontinental Voucher program **(ASP.net(C#) with SQL Server)**.
- Interface XML Web Service integration to online booking engine.
- Create Custom DLLs
- Keeping track of application changes and process flows.
- Flowchart the custom changes using MS Visio
- Create Custom business DLLs to incorporate localization of the product.
- Work with reports displayed in ARABIC.

Oracle , India

Associate Project in JD Edwards SRM(Support Development)

Oracle India Limited (PeopleSoft) IDC is a division of Oracle Corporation titled to Support Development & Maintenance of Enterprise One and Enterprise Solutions of JD Edwards & PeopleSoft Inc.

Roles & Responsibilities:

- SAR fixing based on the priorities of SAR, like escalated where client will be alive, P1 SARs – Priority 1
- Doing Peer review of the code, SAR workbench for new module members.

- Providing functional and technical guidance to the module members
- Maintaining C & NER business functions.
- Maintaining applications & batches through APPL, UBE, TDA,BSFN(C++) etc.
- Providing Process improvements for the team and maintaining documents of internal audits.
- Co-ordination with other application development/functional/regression/performance testing teams.
- Coordinate the process flow documents for quality checking and audits with CMM Level 5 protocols and standards.
- **Modules/Units:** Common Foundations, Sales Order Management, Inventory Management and Procurement.