Abhishek Gupta

Current Location: Gurugram / Delhi NCR
abhishek_gupta87@rediffmail.com / 93abhishek.gupta@gmail.com
+91 8860313318
Total Experience: Over 7 Years

B.Tech (Computer Science and Engineering) + MBA (Finance & IT)

SUMMARY

As part of my academic journey, I acquired competency in several programming languages and software development. Post-academics, I strengthened my organizational & management capabilities by establishing a start-up and gained business development, marketing, web design & software development, blogging and event management skills. I then further honed my software development skills by learning and working on modern cloud technologies and integrating these with my existing competencies. Besides, I have acquired several certifications specially in Azure(Admin, Development, Azure AI and Azure Data), Power Apps, Power Platform, Dynamics 365, Salesforce and AWS. I am now looking for a managerial/technical architect kind of opportunity to utilize my learnings for software development, leading project teams specifically in Java and Dot Net domains.

AREAS OF PROFICIENCY INCLUDE

Management Skills	Programming Languages	Cloud Technologies	

• Sales and Marketing
• Budget Planning & Forecasting
• Financial Analysis & Reporting
• Cash Management
• Credit Analysis and Risk Management
• Cost Control & Reduction
• Variance & Trend Analyses
• Financial Markets
 	
Web Technologies and Data Formats
 	
• Java-script
• Typescript
• JSON
• XML
• XHTML
• HTML/CSS
• Word-press
 	
DBMS
• Oracle
• PL / SQL
• SOQL / SOSL
	• C
	• Core Java
	
	• C# .Net, VB.Net (ASP.Net, ADO .Net Core, Windows Forms Applications, Windows Presentation Foundation (WPF))
	
	• C++
	
	Computer Science Concepts
	
	• Object Oriented Programming
	• Relational Database Management
	• Computer Graphics
	• Computer Architecture
	• Operating Systems
	• Web Services
		Azure
		
		• Azure Functions – Http Triggered, Timer Triggered and Durable Functions
		• Azure Data Factory
		• Azure SQL
		• Azure Synapses
		• Azure Logic Apps
		• Azure Service Bus
		• Azure Queue
		• Azure Active Directory
		• Azure DevOps
		• Integrations
		
		Microsoft Power Platform
		
		• Power Automate
		• Power Apps
		  • Canvas Apps
		  • Model-Driven Apps
		  • Portal Apps
		• Dataverse for Teams Apps
		
		Amazon Web Services (Beginner)
			CRM Technologies
			
			Microsoft Dynamics 365
			
			• Dynamics D365 - Customer Engagement, Finance and Operations(formerly known as Dynamics AX), Business Central, Commerce and Supply Chain Management
			• Customization of Business and Custom Entities, Email Configuration, Data Import and Export, Security(Roles, Teams, and User Management) and Dashboards.
			• Web Resources (HTML/CSS, Typescript and JS)
			• SLA Configuration and Setup
			• C# Plugins and Processes
			• Automatic Record Creation and Update Rules
			
			Salesforce
			
			• Salesforce Admin (Governor Limits, Approval Process, Profiles, Security, Permission sets, Relationships, Validation and Sharing Rules, Custom Objects, Custom Metadata, Custom Labels, Dashboards, Reports, Search Layouts, Page Layouts and Record Types)
			• Apex Class, Test Classes and Trigger Development
			• Lightning Aura Components and Lightning Web Components
			• API Integration
			• Flows, Process Builder and Workflows

PROFESSIONAL EXPERIENCE

Organization	**Infosys Limited**, **Gurugram**
Designation	**Technology Analyst (JL-4), promoted to Technology Lead (JL-5) in Jan, 2023**
Duration	Oct 2021 till date (**1 Year – 11 Months**)
Project #2 Name	Cloud Operations & Innovations + Cloud Interconnection and Acquisition ("CO+I CIA") Network Execution System (NEXT) - **Details at Annexure**
Project Duration	Jan 2023 – Till Date (**9 Months**)
Technology	**Microsoft Dynamics 365 Customer Engagement, Azure Service Bus and Queues, Integrations, Power Automate, C# Plugins, SLA, Typescript, Java-script, and D365 Customizations.**
Project #1 Name	Cloud Operations & Innovations + Data Center Execution ("CO+I DCX") Ticketing (Microsoft Project outsourced to Infosys for Client - TCS) - **Details at Annexure**
Project Duration	Oct 2021 – Dec 2022 (**14 Months**)
Technology	**Microsoft Dynamics 365 Customer Engagement, Power Apps, Azure Function Apps, Azure Active Directory, Logic Apps, Azure SQL Azure Data Factory, Azure Synapses, and C# Plugins**
Organization	**Advatix APAC Logistics Pvt Ltd, Gurugram**
Designation	Production Support Engineer
Department	IT and Operations (Support)
Project Name	Multiple Overseas Projects / Clients – **Details at Annexure**
Duration	Nov 2020 to Oct 2021 (**11 months**)
Technology	**Java/J2EE, Spring Boot, SQL**
Organization	**Osource Global Pvt Ltd., Mumbai**
Designation	Software Developer
Department	IT (Development and Support)
Project Name	Multiple Projects - **Details at Annexure**
Duration	Sept 2019 to Nov 2020 (**1 Year - 2 Months**)
Technology	**.Net Framework 4.7 - C# (ASP .Net, ADO .Net), Oracle, SQL Server, Ajax, Oracle, Web Services and Technologies**
Organization	**YOLOMIA Pvt. Ltd., Greater Noida**
Project Name	Multiple Projects - **Details at Annexure**
Duration	May 2016 to Sep 2019 (**3 Years, 4 Months**)
Technology	**HTML/CSS, JSP, Word-press, SQL, JSON, SQL, Java-script, .Net Core and Core Java**
Educational Qualifications	Details at Annexure
Trainings & Projects Undertaken	Details at Annexure

Abhishek Gupta 7+ Years of Experience

CERTIFICATIONS

Microsoft Certifications - https://learn.microsoft.com/en-us/users/abhishekgupta-1763

Exam: AZ-900 **Certificate: Azure Fundamentals** Date of Issue: 14-06-2023 Date of Expiry: NA	**Exam: AZ-104** **Certificate: Azure Administrator Associate** Date of Issue: 28-06-2023 Date of Expiry: 29-06-2024	**Exam: AZ-204** **Certificate: Azure Developer Associate** Date of Issue: 27-06-2023 Date of Expiry: 27-06-2024	**Exam: AZ-305** **Certificate: Azure Solutions Architect Expert** Date of Issue: 11-07-2023 Date of Expiry: 12-07-2024
Exam: DP-900 **Certificate: Azure Data Fundamentals** Date of Issue: 23-06-2023 Date of Expiry: NA	**Exam: DP-100** **Certificate: Azure Data Scientist Associate** Date of Issue: 28-06-2023 Date of Expiry: 28-06-2024	**Exam: DP-300** **Certificate: Azure Database Administrator Associate** Date of Issue: 06-10-2023 Date of Expiry: 07-10-2023	**Exam: DP-420** **Certificate: Azure Cosmos DB Developer Specialty** Date of Issue: 28-06-2023 Date of Expiry: 29-06-2024
Exam: AI-900 **Certificate: Azure AI Fundamentals** Date of Issue: 18-04-2023 Date of Expiry: NA		**Exam: AI-102** **Certificate: Azure AI Engineer Associate** Date of Issue: 14-07-2023 Date of Expiry: 15-07-2024	
Exam: PL-200 **Certificate: Power Platform Functional Consultant Associate** Date of Issue: 30-07-2022 Date of Expiry: 31-07-2024	**Exam: PL-400** **Certificate: Power Platform Developer Associate** Date of Issue: 07-07-2022 Date of Expiry: 08-07-2024	**Exam: PL-600** **Certificate: Power Platform Solution Architect Expert** Date of Issue: 30-07-2022 Date of Expiry: 31-07-2024	**PL-200/PL-400 + PL-600** **Certificate: Power Platform Solution Architect** Date of Issue: 30-07-2022 Date of Expiry: NA
Exam: PL-100 **Certificate: Power Platform AppMaker Associate** Date of Issue: 11-07-2022 Date of Expiry: 12-07-2024	**Exam: PL-900** **Certificate: Power Platform Fundamentals** Date of Issue: 05-03-2022 Date of Expiry: NA	**Exam: MB-910** **Certificate: Dynamics 365 Fundamentals (CRM)** Date of Issue: 12-07-2022 Date of Expiry: NA	**Exam: MB-920** **Certificate: Dynamics 365 Fundamentals (ERP)** Date of Issue: 13-07-2022 Date of Expiry: NA
Exam: MB-300 (Microsoft Dynamics 365: Core Finance and Operations) + **MB-310** (Microsoft Dynamics 365: Finance Functional Consultant)	**Exam: MB-300** (Microsoft Dynamics 365: Core Finance and Operations) + **MB-330** (Microsoft Dynamics 365 Supply Chain Management Functional Consultant)	**Exam: MB-300** (Microsoft Dynamics 365: Core Finance and Operations) + **MB-500** (Microsoft Dynamics 365: Finance and Operations Apps Developer)	**Dynamics 365 Finance Functional Consultant Associate** OR

			Dynamics 365 Supply Chain Management Functional Consultant Associate OR Dynamics 365: Finance and Operations Apps Developer Associate + **MB-700** (Microsoft Dynamics 365: Finance and Operations Apps Solution Architect)
Certificate: Dynamics 365 Finance Functional Consultant Associate Date of Issue: 02-09-2023 Date of Expiry: 02-09-2024	**Certificate: Dynamics 365 Supply Chain Management Functional Consultant Associate** Date of Issue: 10-09-2023 Date of Expiry: 10-09-2024	**Certificate: Dynamics 365: Finance and Operations Apps Developer Associate** Date of Issue: 15-09-2023 Date of Expiry: 15-09-2024	**Certificate: Dynamics 365: Finance and Operations Apps Solution Architect Expert** Date of Issue: 04-10-2023 Date of Expiry: 05-10-2024

Exam: MB-300 (Microsoft Dynamics 365: Core Finance and Operations) **+ MB-335** (Microsoft Dynamics 365 Supply Chain Management Functional Consultant Expert)

Certificate: Dynamics 365: Supply Chain Management Functional Consultant Expert
Date of Issue: 25-09-2023
Date of Expiry: 25-09-2024

Salesforce Certifications (Webassessor Email: 93abhishek.gupta@gmail.com)

Exam: Associate	**Exam: PD-1**
Certificate: Associate Date of Issue: 06-05-2023	**Certificate: Platform Developer - 1** Date of Issue: 16-01-2023

Amazon Web Services Certification

Exam: DVA-C02

Certificate: AWS Certified Developer – Associate
Date of Issue: 03-09-2023
Date of Expiry: 03-09-2026

Other Certifications

Issuing Authority: Infosys	**Issuing Authority: Harvard Manage Mentor**	**Issuing Authority: Learnship**
Skill Tag: MS Enterprise Apps Professional	**Certificate: Innovation and Creativity** Date of Issue: 20-07-2022 Date of Expiry: NA	**Certificate: Business English Level 9** Date of Issue: 07-04-2022 Date of Expiry: NA

Abhishek Gupta 7+ Years of Experience

Personal Information	**Father's Name:** *Mr. Rajesh Kumar Gupta (employed as General Manager with Government owned IFCI Limited, New Delhi.)*
	Mother's Name: Mrs. *Neetu Gupta (employed as Senior Science/Mathematics teacher at Greenway Modern School, Delhi)*
	Date of Birth/Age: *03rd December,1993 / 29yrs*
	Permanent Address: *Second Floor, B-13 Rampuri, Surya Nagar, Ghaziabad, New Delhi NCR 201011*
	Citizenship: *Indian (have a B1/B2 visa valid till 2032 for travel to the US)*

DATE   SIGNATURE

EDUCATIONAL QUALIFICATIONS

	Institute/School	Examination	Board/University
1	Lilavatibai Podar Senior Secondary School, Santacruz (W), Mumbai	Class X	ICSE
2	DLF Public School, Delhi NCR	Class XII	CBSE
3	Gautam Buddha University, Greater Noida, Delhi NCR	Integrated B.Tech (Computer Science) + MBA (Finance + IT)	Gautam Buddha University

PROFESSIONAL EXPERIENCE – Project Description

Organization	**Infosys Limited**
Project #1 Name	**Cloud Operations & Innovations + Data Center Execution ("CO+I DCX") Ticketing (Microsoft Project outsourced to Infosys for Client - TCS)**
Department	CO	Eng Critical Environment
Project Duration	Oct 2021 – Dec 2022 (14 Months)
Project Description	The CO+I DCX Ticketing system supported data centers Critical Environment operations such as power/networking/cooling. The incidents, change request & problem resolution tasks were tracked using multiple tools. Microsoft CO+I CE team had multiple pain points including existing systems not integrated or connected, duplicate tickets, running against stringent SLAs with non-performing tools, low productivity of existing tools with steep increase in ticket count year over each passing year, etc.
	Microsoft team was looking for a consolidated view of issues and incidents triggered from various systems which could help in monitoring the work and initiating required actions, leveraging IT Service Management/Information Technology Infrastructure Library ITSM/ITIL based practices. As part of this project the team was looking for a new Dynamics 365-based system to manage the CE operations. The project involved complete project lifecycle steps including requirement gathering, design, development, testing, testing support and deployment of ITSM practice areas, including:
	(a) Service desk and remote services functionality,
	(b) Incident management, and
	(c) Integrations.
	The CE ITSM implementation program scope included D365 application development of the features in multiple sprints, as given below:
	Enhancement to Service Management, Incident management, Customer Repository feature, Portal (multilingual, Auto Triage etc.), On-Call

Abhishek Gupta, *B.Tech, MBA*

	Engineering Support, Search feature for multiple assets, Azure cluster, and Racks, Power BI Reports to Business, existing Notification feature, Admin tasks (add/modify taxonomy categories etc.), Master data (add/modify master data like Data Center Codes) along with On-call DRI Support.
Job Description	• Understood current CE process from CO+I DCX operations team and provided suggestions for re-engineering and ratification of key business & design decisions along with documenting the process.
	• Prepared a detailed project plan and baseline the same for the sprints, effort estimation for the scope items targeted for the sprints, contributing to prioritization of the scope & locking the scope for releases through Change Control Board meeting.
	• Reviewed the architecture and detailed design with architects and senior development leads
	• Created HTTP Triggered and Timer Triggered Azure Functions for various Integrations
	• Worked on Various Logic Apps to facilitate data transfer between databases, share-point, and other applications.
	• Participated in various requirements/specification reviews, requirement analysis, high-level design, and Joint Application Development sessions and meetings along with providing story-point estimations for the requirements/spec, evaluation of technical feasibility and planning of feature delivery as per the agreed prioritization.
	• Dynamics 365 application configuration and development to meet the client's requirements using the Microsoft Dynamics CRM Customization Tool, Workflow Tool, or SDK along with execution of sprint ceremonies (sprint planning, backlog grooming, sprint demo, and sprint retrospective).
	• Integrated various systems and basic testing followed by user acceptance testing.
	• Tracking and analysis of production issues or user service requests.
	• Fixing the bugs identified in SIT / UAT and deployment to SIT, UAT and PRODUCTION.
	• Provided weekly status report (VSO) of the project, open issues, risks & mitigation plans.
	• Provided strategic direction and improvement opportunities.
	• Addressed escalations.
Project #2 Name	**Cloud Operations & Innovations + Cloud Interconnection and Acquisition ("CO+I CIA") Network Execution System (NEXT)**
Department	**CO+I DPX-Engineering**
Project Duration	Jan 2023 – Till Date
Project Description	Network Execution System (NEXT) was a dynamics CE project made for the Cloud Interconnection & Acquisition (CIA) team within Cloud Operations and Innovations (CO+I) Department. This application was created as a centralized app for managing multiple applications and had various integrations with LAND, TRIM, GDCO, MDM, Adobe, Peering DB, WMS and SOM.
	SOM is short for Signal Order Management system, provided by CSPW team. Using SOM, partners could systematically receive notifications when a new Signal was published into SOM from the diverse users of various integrated apps, and then accept or decline a Signal through API calls.

Job Description	• Implemented SLAs on multiple entities in the application.
	• Worked on Ribbon Workbench and to create multiple button commands and enable rules for different entities and forms (in Typescript and Java-script).
	• Integration of various SOM and Next systems using Azure Service Bus and basic testing followed by user acceptance testing.
	• Highlighted key risks & issues and escalated appropriately ensuring delivery success.
	• Designed C# Plugins for Multiple Integrations and Events as per different Business Requirements.
	• Created Power Automate Flows for multiple tasks like sending out notifications via emails and Microsoft Teams Adaptive Card, Approval Process and Child Flows
	• Wrote and verified code which adheres to Microsoft Policies, acceptance criteria and best practices.
	• Business and engagement reviews along with facilitating sign-off for production deployment.
	• Developed Functions various onload, on-change and other bind events of the dynamics CE application using Typescript and Java-script.
	• Wrote Test Classes to achieve minimum accepted code coverage criteria for Typescript Functions.

Organization	**Advatix APAC Logistics Pvt Ltd, Gurugram**
Department	IT and Operations (Support)
Project Name	Multiple Overseas Projects / Clients
Job Description	Production Operation Support for 'Warehouse Management System (WMS)', a software used by clients like Xpdel, Switch and Cocktail for management of Fulfillment Centers and Warehouses in multiple cities of USA and Canada.

Organization	**Osource Global Pvt Ltd, Mumbai**
Department	IT (Development and Support)
Project Name	Multiple Projects
Job Description	Developing and managing many types of customized systems like Customer Relationship Management, Employee Management, Payroll Management, Project Management, Talent Acquisition, Enterprise Resource Planning and Human Resource Management for several MNC clients including MZSK BDO, DHC, Dresser Rand, SN Dhawan, ASA Associates, SMCA & Rajani. Handling Client queries, modifications, customizations and addressing these on a near real-time basis, along with in-house requirements.

Organization	**YOLOMIA Pvt. Ltd, Greater Noida**
Project Name	Multiple Projects
Description	A startup venture, with a team of eight postgraduates and five
Web Development	Static and dynamic web development using HTML/CSS and Java-script / JSON, along with Graphics designing for SMEs.
Software Development	Creating and managing Travel/Event Portals and mobile app using web services along with database management for SMEs.
Web Publishing	Self-designed Blogging website in Word-press.
	Major tasks were content writing, digital marketing, SEO, and Graphics. **http://themodernvedic.com/**

TRAININGS AND OTHER PROJECTS UNDERTAKEN

Organization **Project Name**	**HDFC Bank Ltd, ITO, New Delhi** **Risk Analysis of Unsecure Loans: Trend Analysis of Personal Loans**
Description	3 Months trend of customers seeking personal loans was formulated and an analysis was done on the same. Trend for the following was observed: - Login and Sampling - Sourcing End - Hunter Cases - CIBIL -1 or 0 Cases Review
Project Name **Description**	**Sampled Documents Transit System (SDTS)** An initiative to help optimize manual intervention and introduce technology in RIC sampling E2E process, which ensures quicker flow and data accuracy. This project was aimed at improvising the TAT and quality through transforming the manual process into system driven utility. Enhancements were made into the existing Loan Operating System (LOS) to improve the complete RIC Process. The objectives of the project were as follows: - Improvement in E2E TAT - Data Security - Lesser Human Intervention - Cost Reduction - Increase in Productivity and Efficiency
Other Activities	**Audit**: An internal audit was conducted on the samplers of HDFC Bank to check if their performance is up to the mark. **Performance Evaluation:** A questionnaire was prepared to check the process knowledge of the samplers at HDFC. Their test results were analyzed, and appraisals were decided accordingly.
Organization	**IFCI Factors Ltd, Nehru Place, New Delhi**
Project Name	Risk Analysis Model
Time Duration	3 Weeks (December,2014)
Type	Development and Support
Technology	ASP.Net, ADO.Net (C#) and Java-script
Status	Complete
Description	A Website designed to estimate the risks involved in giving short term loans and factoring facilities to SMEs. The Model works out a Risk Score, depending on which the loan is approved/ declined. This Risk Score was further used to assign Credit limit to SMEs.
Organization	**BSES Rajdhani Power Ltd., Nehru Place, New Delhi**
Time Duration	6 Weeks(July-August,2014)
Type	Development and Support – IT function
Technology	Core Java
Status	Successfully completed.
Description	An application portal designed to store, analyze, manage, present and if needed manipulate or change the details of an employee working in any organization. It is a web application that provides data management, retrieval, analysis, and visualization functions with a user-friendly and easy to implement interface with various levels of user-access.
Organizahion	**NetComm Labs, Sec-16, Noida (Hero Moto Corp)**
Time Duration	3 Weeks (December 2013)
Type	Development and Support – IT function
Technology	ASP.Net and ADO.Net (C#)
Status	Successfully completed.
Description	A Website displaying the products of Hero Moto Corp. All the bikes and scooties of the company were listed along with all their features. Along with database connectivity, the website offered easy to change flexibility and better time and space complexity.

ACADEMIC PROJECTS

Client	**Gautam Buddha University, Greater Noida**
Application	Secure Web Based Placement Assistance
Technology	ASP.Net and ADO.Net (C#)
Client	**Gautam Buddha University, Greater Noida**
Application	Timetable Management system
Technology	C / Development
Client	**DLF Public School, New Delhi NCR**
Application	Tic Tac Toe
Technology	C++ / Development
Client	**Lilavatibai Podar Senior Secondary School, Mumbai**
Application	Computer quiz
Technology	Java / Development

OTHER ACHIEVEMENTS

- **University Algorithm Design Winner** for 3 consecutive **years**.
- Received appreciation from the **late president of India, Shri Abdul Kalam** for a PowerPoint Presentation, at the age of 10 yrs.
- Have bagged multiple awards and certificates for **athletics** and **swimming**.
- Active Participant in **public speaking workshops**.
- Participated in and won many **National Cyber Olympiads**.

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