VIBHOR SINGH

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Summary

As a passionate Software Developer and Technical Support Engineer in Wipro with 2+ years of experience, I have enhanced and supported Application and Web Services build on Dot Net for International Clients (Shell & Charles Schwab). Actively involved in identifying opportunities for application enhancement for Business improvement in the IT landscape. 2+ years of experience in L2 Technical Support Engineer, QA , Supply Chain Analytics and Software Developer role. I am good team always ready to learn new technologies and new challenges.

Work Experience (2 years 2 months)

Project Engineer: **Wipro Technologies 23rd/Oct/2017 – 3rd/Jan/2020**

I worked as **Technical Support / Production Support Engineer** in **Wipro Technologies** which includes debugging, testing, migration and resolving user related issues. I have experience as Technical support engineer and Developer role in Energy and Banking domain.

➔ *Shell (Manufacturing-Downstream) as Technical Support Engineer*

Shell, is a British-Dutch oil and gas company headquartered in the Netherlands . Client operations are divided into categories like, **Upstream Operation** (manages the exploration for and extraction of crude oil, natural gas and natural gas liquids.) and **Downstream Operation**. I used to provide L2 technical support for few application coming under **Downstream Operation** (manages different Oil Products and Chemicals activities as part of an integrated value chain that trades and refines crude oil and other feed stocks into a range of products which are moved and marketed around the world for domestic, industrial and transport use).

- Resolving technical issues related to Application and web services that is raised by Client.
- Continuous testing and enhancement of applications and services.
- Continuous follow up with the clients and provide accurate resolution of the issues that they are facing.
- Maintaining and supporting application database using SQL queries and Microsoft SQL Server .
- Following **ITIL** process (**Incident** , **Change** , **Problem** , **Incident Task**) based on their different priorities using **Service NOW** (**SNOW**) and resolving it before SLA.
- Debugging **Dot Net** code .
- Maintaining and updating KEBD regularly.
- Monitoring and Performing migration activities.

➔ *Charles Schwab(Cashiering) as Production Support Engineer*

The Charles Schwab Corporation is one of the largest banks in the United States and it is one of the largest brokerage firms in the United States. Charles Schwab operates in four main divisions: investing, wealth management, banking, and trading. I used to handle move money tool which includes different modes of sending money within the same bank or to some external source. I worked as Production Support Engineer that deals with any issue faced my client in Schwab Advisor Center's move money tool (Journals , MoneyLink® , Wires , Checks).

- Handling incident stories on **JIRA** , **Remedy** .
- Monitoring Alert generated through **Splunk**.
- API end to end testing using **Postman** for rest API.
- Enhancing automated testing script developed using **SpecFlow** Framework.
- Analysing issue using **Splunk** and finding the root cause of the issue.
- Documenting new types of alert with their resolution steps and explaining it to the team.
- Enhancing and maintaining **Dot Net** code in **TFS** and **Bit bucket Server .**
- HTTP request and response analysis using **Fiddler**
- Maintaining and updating KEBD regularly .

Internships

Dignitas Digital – Delhi (Aug 2017 - Oct 2017)

- Worked on WordPress framework and helped in developing sites such as http://www.dignitasdigital.com and http://ddhindi.com/
- Created an automated Backup Script using Cron jobs and PHP to backup Website data and database weekly .

Projects

Opinion Mining and Analysis of Movie Reviews

This is a Java based tool that can be modified easily to extract and analyse data from various online sources (websites scrapping using jsoup library , own website built on PHP that takes reviews on different movies, and twitter extraction using twitter4j library) and performs sentiment analysis using dictionary based algorithm and also classifies a movie with rating range using different machine learning algorithm (Naïve bayes , KNN and Decision tree) and calculated the accuracy of classifier . This project use the n-gram algorithm for feature extraction so that we can review any particular segment of a movie like acting, direction, songs etc .

Sentiment analysis using java script

A web app, I developed using java script, html and data structures. I used java script for both UI and implementing dictionary based algorithm using simple data structure. This app allows the user to read reviews stored in text file and provide a sentiment score with an attractive UI

Hosted Project : https://sentimentanalyservibhor.000webhostapp.com/

Movie Ticket Booking Database using C++

This is a database project in which data file handling concepts is used as a way to add, display, and modify Delete the data stored in a system as per the user command. Data was stored in ".dat" file format .

Training Profile

Wipro Technologies – Kochi (23rd Oct 2017 – 4th Dec 2017)

- C# , OOPS , ADO.net , MVC

Certification

- IBM : SQL and Relational Databases 101 - https://courses.cognitiveclass.ai/certificates/903dd95b94ef4802b1cbf9039838584b
- IBM : R 101 - https://courses.cognitiveclass.ai/certificates/9e3f5f234a104488a199a103d5e8d9b4
- Coursera :Programming for Everybody (Getting Started with Python)- https://www.coursera.org/account/accomplishments/verify/GUH7JUBT3ES2
- Microsoft : DEV204.3x: Algorithms and Data Structures in C# - https://courses.edx.org/certificates/295e6c2104b1411aaeaa5db38c12ea62
- IBM : Python 101 for Data Science - https://courses.cognitiveclass.ai/certificates/403ce0c3ef2341629c4b4ea46063949d

Education

All India Secondary School Examination(X)-CBSE	All India Senior School Certificate Examination(XII)-CBSE	Bachelor Of Engineering (Information Technology)
RYAN International School-New Delhi	RYAN International School-New Delhi	SRM Institute of Technology, Chennai
CGPA of 7.2	73.4%	First Class with CGPA of 8.422
2010 - 2011	2012 - 2013	2013 - 2017

Technical Skill

- **Programming / Markup Languages** : C# , ASP.NET, HTML , CSS, Java Script , Python
- **SQL Database :** Oracle SQL Server , MySQL , sqlite , Microsoft SQL Server
- **NoSQL Database :** MongoDB
- **Domains** : Web Development , Natural Language Processing , Text Mining , Text Analytics and Machine Learning , Technical Support , Financial Services , Energy and Utilities
- **Learning Technologies** : BDD using SpecFlow, Machine Learning, Python, Data Science, Splunk

Extra-Curricular Activities and Achievements

1. Achieved 2 Gold and 1 silver medal in swimming competition held at National Victor Public School .

2. 1st position for project demonstration organized by Department of Science and Nano technology (SRM University) for making Hydraulic hand and bridge working model .

3. Project Paper published on Indian Journal of Science and Technology - Opinion Mining and Analysis of Movie Reviews - http://www.indjst.org/index.php/indjst/article/view/112756

4. Wipro Ltd : Appreciated for taking L1.5 work from Infosys and giving successful KT transition to new joiners.

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