Shivendra Kumar

Senior Software Engineer

PERSONAL INFORMATION

✉ **Email**
shivendrasinghji1998@gmail.com

📞 **Mobile**
(+91) 8423329859

💼 **Total work experience**
3 Years 7 Months

KEY SKILLS

Solid Principles

LINQ

Web API

.NET

Entity Framework

JIRA

Kibana

GIT

MongoDB

SQL

Microsoft Azure

.NET Core

C#

Agile Methodology

PROFILE SUMMARY

I am a Software Engineer with proven expertise in developing and executing software solutions. With over 3+ years of experience, I specialize in .NET Core, C#, D365 Customer Service, Copilot Configuration and API development. Skilled in implementing unit testing frameworks and agile methodologies. Proficient in tools like Azure DevOps and Swagger, I excel in troubleshooting, debugging, and ensuring seamless software functionality. Proficiency in Easy Repro Automation framework

EDUCATION

2022 — B.Tech/B.E. (CSE)
Galgotia College of Engineering and Technology Noida

2017 — Diploma (CSE)
M.P Polytechnic Gorakhpur

WORK EXPERIENCE

Sep 2024 - Present — Senior Software Engineer

Infosys (Microsoft - US)

Executed automation testing using EasyRepro framework to validate Dynamics 365 UI functionality.
I specialized in testing the Dynamics 365 Customer Service Workspace module.
Managed code and testing lifecycle using Azure DevOps Repositories with progression through different stages.
Worked with Azure services, including Azure Key Vault, for secure credential and configuration management.
Gained hands-on experience in the Dynamics 365 Customer Service Workspace, where customers can create cases, and successfully resolve issues while adhere to SLA requirements.
Actively participated in daily stand-ups, Sprint Planning, Demo and Retrospective, collaboration and progress within the team.

May 2022 - Aug 2024 — Senior Software Engineer

Nihilent Technolgies (Nedbank -SA)

Developed and implemented RESTful APIs using C# and the .NET Core Framework. Designed and implemented RESTful API endpoints for product onboarding and servicing.
Experienced in writing Swagger/Open API and YAML specifications to define API endpoints, request and response payloads, authentication methods, and other API details and deployed on IBM API Connect.
Proficient in utilizing Azure DevOps for continuous integration and continuous deployment (CI/CD) pipelines. Proficient in implementing SonarQube for code quality analysis.
Conducted thorough testing of API endpoints using unit testing frameworks like xUnit, ensuring functionality and performance meet project requirements.
Hands-on experience in migrating API .NET3.1 to .NET6.0.
Proficient in utilizing Kibana for log management and

Easy Repro

Azure Active Directory

Azure Key Vault

Azure Dashboard

OTHER PERSONAL DETAILS

City Noida

Country INDIA

LANGUAGES

- English
- Hindi

visualization, gaining insights into system performance, errors. Proficient in session caching with MongoDB to store session data securely and efficiently.

INTERNSHIP

28 Days Salesforce

Cloud Analogy

Contributed to Salesforce development projects as an intern, gaining hands-on experience in customizing and configuring Salesforce applications.

Projects

854 Days **Corporate Card Issuing**

The Corporate Card Issuing System is designed to streamline the onboarding process for corporate clients and provide comprehensive servicing options for their issued cards. The system caters to the specific requirements of each customer, allowing for customized card issuance and servicing based on individual needs. The Customer Onboarding System for Credit Accounts is designed to streamline the process of onboarding customers for credit accounts based on their monthly and annual income. The system leverages income data to determine appropriate credit limits for customers, with options for various credit card types, including Visa, Mastercard, and American Express (Amex). Additionally, the system provides rewards to customers based on their transaction volume, encouraging frequent card usage and customer loyalty.

12 Months **AskHR Microsoft 365 CRM**

Worked on the AskHR Dynamics 365 CRM Customer Service Workspace module, where customers could create cases from the CRM portal, and advisors managed and resolved those cases.
Configured and implemented Copilot features in Dynamics 365. Implemented Copilot configuration in CRM to enhance efficiency and enable both agents and users to achieve faster and more effective resolutions.
Performed automation testing using the EasyRepro framework, with scheduled runs executed every weekend to validate end-to-end functionality.

COURSES & CERTIFICATIONS

○ yes