**Gurpreet Singh**

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**DOB** : 18th Sep 1989

## Solution Architect | Product and Technology Executive | Coder with conscience | Mentor | Tech Evangelistic | Tech Enthusiast

**PROFESSIONAL SNAPSHOT**

* A BSc.IT(Honors) graduate from Andhra University with 8.7 years of experience in IT diversified in Development , process improvements, operations support and driving success in **Customer Service**, **Customization**, **Integrations**, **Implementation, Administration**, **Developer, Release/Configuration Management**.
* Describing the structure, characteristics, behavior, and other aspects of software to project stakeholders.
* Defining features, phases, and solution requirements.
* Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches.
* **Create concepts for how the application will look, what the modules will be, and how they interact with each other.**
* **Decide how things will scale for the future and how they will be maintained.**
* **Calculate the risk in third-party frameworks/platforms**
* Help businesses in finding a solution to a business problem.
* **Trained** and **Mentored** co-workers.
* **Proven Scrum Master.**
* Preparing & compiling **Sales Pitch** involving **end-to-end solution responses** for **RFP’s/ RFI’s/ Pro-active leads** to deliver solutions.
* **POC executions & demonstrations** – Development, Execution/Delivery Management, Technical Management.
* **Estimations, Resource Planning &** Transformation Roadmaps.
* Excellent **Analytical Skills** with strong interpersonal, oral & written communication capability.
* Domain experience in **Automobile**, **Manufacturing, eCommerce**.
* Dedicated to **Highest Level** of **Customer Satisfaction**.
* Knowledge and experience in **Process improvement**, **Development** and **Implementation**.
* Hands on experience gaining **Management adoption** and **Commitment to new processes** and **Objectives**.
* Ability to work within a **Diverse, Performance based Team Environment**.
* Detail oriented and able to handle the **Pressure of Competing Priorities**.

**TECHNICAL SKILLS**

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| **Line of Technology** | **Skills** |
| Programming Languages | C#, dotNet, Asp.Net, C#, MVC, Web-API  Restful Services, Microservices, API-Led Integrations & API Management |
| RDBMS | MySQL |
| Technologies | Google Maps |
| Scripting Languages | JavaScript, PHP, Html, CSS,JQuery, Python |
| CRM’s | Oracle Service Cloud |
| IDE | Visual Studio,Visual Code |
| Monitoring Tools | Akamai, Graffana |
| Analytics Tools | Google Analytics, Oracle RightNow Analytics |
| Content MangementSystem | SerenaDimmensions, Vignette |
| Bug Tracker | Jira |
| Project Management | Jira |
| Containers | Docker |
| Activly Looking Spaces | Python, AWS, Kubernetes, Azure, AI, Power BI, R, Anugular,Ionic and Cordova,Xamarin |

**PROFESSIONAL EXPERIENCE**

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| **Companies** | **Designation** | **Duration** |
| Vertisystem Pvt. Ltd | Solution Architect | Dec 2018- Present |
| MakeMyTrip Pvt. Ltd | Technical Lead | Aug 2016-Nov 2018 |
| Speridian Technologies Pvt Ltd.,Trivandrum | System Analyst 🡪 Senior System Analyst | Nov 2014-Aug 2106 |
| Qspear Consultancy Services, Noida | Software Engineer | May 2014-Nov 2014 |
| TCS, Hyderabad | Process Associate | Nov 2011-May 2014 |
| IBM, Vizag | Intern | May 2011-Nov 2011 |

**CURRENT RESPONSIBILITIES**

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| Solution Architect |
| * Finding the best tech solution among all possible to solve the existing business problems. * Describing the structure, characteristics, behavior, and other aspects of software to project stakeholders. * Defining features, phases, and solution requirements. * Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches. * Create concepts for how the application will look, what the modules will be, and how they interact with each other. * Decide how things will scale for the future and how they will be maintained. * Calculate the risk in third-party frameworks/platforms * Help businesses in finding a solution to a business problem * Preparing & compiling Sales Pitch involving end-to-end solution responses for RFP’s/ RFI’s/ Pro-active leads to deliver solutions. |

**ORGANIZATION EXPERIENCES**

**ORGANIZATION Vertisystem Pvt. Ltd**

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**Nov 2018 – Currently Working**

**Job Title : Solution Architect**

**Role** : **Project Manager**

**CORE RESPONSIBILITIES**

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| Solution Architect |
| * Create tailored views of software architectures to appropriate stakeholders. * Maintains control over the architecture lifecycle parallel to the project’s software development lifecycle. * Facilitates planning, tracking and scheduling software deliverable. * Interact with clients, product managers, and developers in order to envision, model and provide initial models and designs that can be built. * Review the code to ensure the quality of the design by avoiding complexity, advocating clarity and to do this with the team. * Choosing the technologies for the implementation of each component and connections between the components. * Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches. * Implementing various tool and techs to diversify operations. |

**PROJECTS HANDLED**

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| RESPONSIBILITIES |
| * Leading Different teams for different clients * Mentoring teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches. |

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| **Client** | **Line Of Business** | **Client** | **Line Of Business** |
|  | Nucleonic Devices |  | Client Services |
|  | Security Products |  | Beauty Supplies |
| ReportWorkBench | Microservices Provider |  | Online Travel |

**ORGANIZATION MakeMyTrip Pvt. Ltd**

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**May 2014 – Nov 2018**

**Job Title : Assistant Manager**

**Role** : **Technical** **Team Lead**

**CORE RESPONSIBILITIES**

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| Team Lead |
| * Follow the project through to the successful adoption of the solution * Form and test hypotheses based on a methodical examination of detailed evidence * Design and implement robust systems and processes, running an efficient and organized operation * Undertakes complex analysis and traces performance implications through complex data, or in dealing with complex situations * Customized reporting and objects within RightNow to ensure tool met and exceeded business needs for tracking metrics. * created integration between RightNow system and other applications. * creating custom workspaces, custom reports, profiles, account, chat * queues, email configuration, and business rules. * Worked on Business Rules, Workspaces and Workflows, Knowledgebase management and Process Designer * Created Add-ins to generate fields dynamically on the Workspace/Agent script based on service categories. * Combined Business Rule and CPM to route the Incident to the proper agent and escalate accordingly. * Worked on a custom widget and model to dynamically create a form on Customer Portal based on service categories. * Worked on syndicate widget to allow end-users to chat directly from Client website without coming to actual portal * Being a technical trouble-shooter for new members in the team. * Created Web based Applications , Window Services, Addins in C#. |

**ORGANIZATION Speridian Technologies Pvt Ltd**

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**Nov 2014 – Aug 2016**

**Job Title : System Analyst  
Role** : **Team Lead**

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| RESPONSIBILITIES |
| * Lead a Team of 2 for the Project PMI * Configuration and Development for the Agent Console and Customer Portal. * Team Lead for Myntra.com Project. |

**PROJECTS HANDLED**

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| RESPONSIBILITIES |
| * Experienced RightNow CRM Administrator / Developer / Consultant / Release / Configuration Management. * Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM. * Managed all the Call Center operations end to end with primary responsibilities of Knowledge Management, Requirements Elicitation & Business Modeling, and Process Improvement, Establishing metrics, and supervising Call Center agents. * As part of Problem Management Team, well versed in Service Level Agreements, Root Cause Analysis, Service Desk liaison & CRM applications. * Skilled in User Interface Specifications, Documenting Requirements and Project Planning. * Created and ran a lot of critical reports and dashboards. * Keep up-to-date with the latest product road map to make recommendations on how to leverage to improve agent efficiency. * Responsible for all Upgrades and Integrations. * Single point of contact for Managing RightNow related Changes. |

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| **Client** | **Line Of Business** |
|  | Online Fashion Retail |
|  | Fitness Portal |
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**ORGANIZATION QSpear Consultancy Services (QCS)**

**May 2014 – Nov 2014 C:\Users\gurpreet.singh\Desktop\icons\download (3).jpg**

**Job Title : Software Engineer**

**Role** : **Team Lead**

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| RESPONSIBILITIES |
| * Oracle Service Cloud Cloud CRM Capability Team Lead. * Capability Building and Training Resources. * POC's Building and Client's Presentation. * CRM's Requirnment Gathering, Designing Process and Implementation. * Industry Best Practises Implementor. * Working with the Pre Sales team for new projects. |

**ORGANIZATION TATA Consultancy Services (TCS)**

**Nov 2011 – May 2014 **

**Job Title: Process Associate**

**Role**:Team Lead

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| **Client** | **Line Of Business** |
|  | Auto Manufacture |

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| RESPONSIBILITIES |
| * Experienced RightNow CRM Administrator / Developer / Consultant / Release / Configuration Management. * Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM. * Managed all the Call Center operations end to end with primary responsibilities of Knowledge Management, Requirements Elicitation & Business Modeling, and Process Improvement, Establishing metrics, and supervising Call Center agents. * As part of Problem Management Team, well versed in Service Level Agreements, Root Cause Analysis, Service Desk liaison & CRM applications. * Skilled in User Interface Specifications, Documenting Requirements and Project Planning. * Created and ran a lot of critical reports and dashboards. * Keep up-to-date with the latest product road map to make recommendations on how to leverage to improve agent efficiency. * Responsible for all Upgrades and Integrations. * Single point of contact for all the activities. |

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| OTHER CONTRIBUTIONS TOWARD ORGANIZATION |
| * Worked with TCS RightNow COE. * Designed web Applications using the RightNow to showcase our strength to Oracle what we are capable of and bringing Business into the TCS. * Part of Internal COE team for Chrysler. * Worked with the Different portfolios across project. |

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| ACHIEVEMENTS |
| * Reduced 30% of the call volume by extensively improving the knowledgebase content, product and categories, access levels and RightNow search, so that dealers can self-help themselves. * Improved First call resolution rate by referring Knowledge Base, correct routing of troubled tickets, regular review of knowledge base articles and timely creation of articles for new application changes. * Received Client Appreciations and Awards for demonstrating the ability to master new tools & technologies quickly, and capability to rapidly identify the root causes and provide solutions which helped the client to improve their Call Centre performance. * Attendee of various Applauses from Customer for resolving their issues for best of their satisfaction. * Appreciations from Sr. Management of Organization and client for the Strategy and Planning. * Implemented Live Chat Functionality for Direct connection between Dealers and Agents which is again restricted to US. * Implemented Guided Assistance Which reduced the time of resolving queries from dealer. * Introduced new functionalities in Customer Portal which gave the Business from the other Customer Portals. |

**PROJECTS**

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| * Designed Guided Assistance for various process flows involved in the sales. * Redesigned Customer Portal * Live Chat for Customer Portal * Improved Functionalities in Customer Portal * Integration of Social Media(Facebook and Twitter) and Google Maps with RightNow CX Console * Integration Between RightNow with Siebel for Updating Contacts and Incidents * Integration between RightNow with TTTS(Trouble Ticket Tracking System) System * Development of Mobile Customer Portal |

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| POC’s done in RIGHTNOW Technology at COE (CENTER OF EXCELLENCE) and PROJECT level |
| * Development of Mobile Portal for DealerCONNECT. * Integration of PayPal with Customer Portal. * Single sign-on for Customer Portal. * Bug Tracker for internal project. * Conversion of Site into multilingual platform. * Integration of InQuira Search Functionality with RightNow Customer Portal. |

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| Awards |
| * Energy To Deliver * Spotlight Recognition * Best Team * SuperShine * Many other appreciations from the client in order to deliver the projects within the deadlines and not missing Any SLA |

**ORGANIZATIONAL DETAILS International Business Machine (IBM)**

**May 2011 – Nov 2011**

**Job Title: Intern**

**Job Description:**

* Worked as an Intern for 7 Months.
* Learned JavaScript, HTML, CSS Technologies and Developed the Web Portal for Internal Project for HDFC.

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| Awards |
| * STAR (SUPER TALENTED ACHIVEMENT AWARD) * Appreciation from Management team for delivering the project on time. |