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| Gaganjot Kaur  Senior Software Engineer | |  |  | | --- | --- | | Mobile: | +91-95012-07701 | | Email: | Jotgagan1993@gmail.com | |

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| **A self-driven leader with 4.9 years of work experience and a track record of delivering projects for large scale organizations.** |

**Professional Summary**

* Strong analytics skills - Key areas of expertise include: understanding complex business requirements, interface design, technical specifications, maintaining detailed project schedules, test & support strategy, resource utilization plans and vendor management.
* Working as Programmer Analyst II for Integration Operations using integration tools, key areas include: end to end implementation of payment service processing solution for Banks and Financial Divisions, support for issues, initiating time-line summaries for issues, root cause analysis, and technical solutions.
* Experience in setting up and configuring Server operating systems, Application Server & Database Server.
* Playing a key role in implementation of FIS Lockbox system for the Financial Division with emphasis on effectively facilitating testing and training and configuring on-target solutions.
* Experience in working with development teams in troubleshooting complex issues related to invalid data, environmental issues, project-code or even a Product Bug.
* Exposure to SQL, SQL Server, MySQL, Oracle, Application Configurations, Installation of applications, Upgradation of Applications, Patches deployment

**EMPLOYMENT DETAILS**

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| **FIS**  **Job Title:** Programmer Analyst II | 22ndFeb, 2016 to Present |

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| Project: IMAGE CENTRE SOLUTIONS  Role **:** Implementation & Conversion Analyst Technology: Image Centre(.net, VC++), Sql server, Crystal Reports and Oracle 11g Tools: IC Integration Tools Domain: Banking |  |

**Description**: Image Centre is a comprehensive item capture and processing software solution designed to be an open and complete solution, capable of meeting bank's entire document and payment processing needs. Image Centre accomplishes all requirements of financial institutions including proof of deposit, sorting, reject re-entry, balancing, cash letters and statement processing effectively.

* Working on end to end implementation of payment service processing solution for Banks and Financial Divisions. Working on Webster Bank, Capital Bank, Old National Bank, UMB Bank.
* Playing a major role in implementing configuration changes on the Lock Box for Banking Corporation’s platform and providing support to the existing clients.
* Participating in the Requirement Reviews. Analyzing software requirements, business, and technical specifications for lock box solutions.
* Diagnose and troubleshoot technical issues on production and UAT.
* Report creation and formatting of the outputs for Item processing system.
* Handle Production migration, deployments and providing Post migration support to end users.
* Usage of SQL queries for changes, analysis and synchronizing data in the database.
* Performing De-Conversion of Lockboxes and sharing De-converted files in required format with clients.
* Understanding new business strategies, providing recommendations for automated solutions to support new strategies and implementing the proposed solutions within pre-determined resources, budget and timeline.

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| AMDOCS INDIA PVT LTD, Pune   * **Job Title:** Subject Matter Expert | June 2016 to Jan 2018 |

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| Project I: Order Management System  Role**:** Software Production Support  Technology: Oracle 10g, SQL Server, Oracle 11g Domain: Telecom |

**Description**: AT&T is the world’s leading source of Telecommunication information and insight on businesses. AT&T uses its AT&T U-Verse Order Management System to keep track of customers, accounts, credit verification, product delivery, billing, etc. This software is used by the company to provide the services to its customers.

* Worked on DB split project of OMS, OMS 9.2 Upgrade.
* Worked on Linux Migration Project of OMS.
* Worked on the Root Cause Analysis of the production defects/Single BAN issues opened for OMS.
* Automation of Reports from OMS.
* Quantification of data from OMS required by client or from different teams.
* Data scrub using emergency fix for existing defects in the OMS.
* Solving EM Bans in the Exception Manager for OMS Dev bucket.
* Providing Defects Impacts on customer billing, Impact Analysis.
* Involved in creation of SQL queries for desired report.

**Academic Background**

* **B. Tech (CSE)** from Lovely Professional University, Punjab in 2014 and secured 7.57(CGPA).
* **HSC** from Budha Dal Public School, Patiala in 2010 with 83%
* **SSC** from Narain Public School, Patiala in 2008 with 81%.

**Personal Details**

Languages: English, Hindi, Punjabi

Date of Birth: 01-01-1993

**Gaganjot Kaur**

Place: Mohali