**Suraj Lal Gupta**

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| Experience Summary |

* 1 year 7 months of experience in the IT Industry (CRM).
* Complete knowledge of the Software Development Life Cycle.

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| IT Experience |

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| **Organization** | **Designation** | **Duration** |
| IBM India Pvt. Ltd., Bangalore | Associate Systems Engineer | Aug 30th ‘12 to Aug 31st ‘13 |
| IBM India Pvt. Ltd., Bangalore | Systems Engineer | Sep 1st to Date |

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| Education Details |

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| **Degree/Branch** | **College/Board** | **Year of Passing** | **CGPA** |
| B.Tech, Biotechnology and Biochmical Engineering | IIT Kharagpur | 2012 | 8.63/10 |
| 12th | CBSE | 2008 | 82.6% |
| 10th | CBSE | 2006 | 93.6% |

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| Contact Details |

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Skype: surajlalgupta

P.T.O.

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| Relevant Project Experience |

**Organization: IBM India Pvt. Ltd.**

Aug 12 – till date

Client: Vodafone Greece

Project: PEGASUS

**PEGASUS**

* An Order Management CRM system for Vodafone Greece call center agents and Vodafone dealers.
* It is a front end application and is used to sell the Vodafone voice, data and other products to the customers.
* The application is integrated with various external systems for billing, provisioning, business rule validation etc.

Operating System Windows XP, Windows 7, Windows Server 2003

Role Application Developer

Tools Siebel Tools 7.8, Toad, Soap UI

Period 30th October 2012 till date

Skills Siebel Configuration, Scripting, Workflow, EAI, PL/SQL

**Contributions**

* Involved in application development, application maintenance, deployment and post-deployment support.
* Worked across several phases of SDLC to ensure service delivery within stipulated timeline and with minimal defect density.
* Provided RCA and solutions for several critical production issues as part of preventative maintenance.
* Implemented 1 outbound and 1 inbound interface with middleware (OSB).
* Demonstrated critical analysis to solve various complicated issues raised in Test and production environment as part of incidence maintenance.
* Worked in all phases of SDLC cycle except requirement gathering and feasibility.
* Involved in code review process.
* Strived towards excellent delivery and customer satisfaction.

**P.T.O.**

**Expertise**

* Experience in Siebel configuration, scripting, workflow and EAI
* Experience in Siebel Order management application.
* Experience in Software design, Development, Deployment and Post Deployment Support.
* Involved in several production releases and direct customer interaction.
* Expertise at Process Oriented aspects of Software Development life cycles and Methodologies.
* Possess strong communication and interpersonal skills.
* Strong analytical and problem solving skills.
* Ability to quickly master new concepts and learn new applications.

**Achievements**

* Winner of Sparks Award for delivery excellence. (September 2013)
* Got recognition from senior management for relentless effort and effective contribution to service delivery in the PEGASUS project.
* Awarded band promotion owing to successful delivery of a critically important development project and past contributions.
* Worked on 2 development projects independently from build phase onwards.