
Prateek Singh

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Professional Summary

Business Process Lead with **10+ years of IT experience** across application support, quality analysis, and technical troubleshooting. Expertise in **Agile SDLC, DevOps, CI/CD, and cloud platforms**. Skilled in **.NET, OutSystems, AWS, enterprise tools, and networking**. Adept at driving system reliability, delivering performance improvements, and leading cross-functional collaboration.

Core Skills

- Agile SDLC, CI/CD, DevOps
 - Application Support & Troubleshooting
 - Programming: HTML, CSS, JavaScript, Bootstrap, SQL, C#, Selenium
 - Cloud: AWS Cloud Practitioner (Certified)
 - Tools: Rally, Clarity, Power BI, Jira, Postman, Docker, OutSystems
 - OS: Windows, Linux, Unix
 - Networking: Hardware Assembly, Ethernet/Wi-Fi, Firewalls & Routers
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Professional Experience

Tata Consultancy Services (TCS) – Gurgaon

Application Technology Support Analyst | Nov 2023 – Present

- Provide L2/L3 support for .NET, SharePoint, Angular, React, and OutSystems applications.
- Troubleshoot application performance and functionality issues, ensuring business continuity.
- Collaborate with development teams to apply patches, upgrades, and hotfixes.
- Lead weekly status calls with stakeholders, documenting incidents and ensuring timely follow-ups.

Software Engineer | Jun 2020 – Oct 2023

- Supported enterprise Agile tools including Rally, Clarity, and Vlite.
- Authored user documentation, FAQs, and standard operating procedures for enterprise adoption.
- Automated Power BI dashboards using SQL; integrated REST API testing with Postman.
- Reported and tracked software defects in Jira, collaborating with QA for faster resolution.
- Facilitated integration of Smartsheet–Rally to enhance project tracking and reporting efficiency.
- Contributed to manual and functional testing; created and executed test cases.

Senior Technical Support Associate – Windstream Project | Feb 2019 – Apr 2020

- Managed escalations for customer queries related to routers (Cisco, Adtran, Juniper).
- Isolated and resolved network issues across T1, SDWAN, and Ethernet circuits.
- Performed intrusive and passive testing to identify root causes of downtime.
- Served as SME to support technicians, minimizing resolution errors.

- Prepared audit reports and participated in client calls to resolve escalations.

Saboori Infotech Pvt. Ltd – Gurgaon

Senior Quality Analyst | Apr 2017 – Jan 2019

- Monitored call quality focusing on technical accuracy, compliance, and customer experience.
- Conducted root cause analysis of customer escalations and identified actionable improvements.
- Designed training and feedback sessions for underperforming team members.
- Produced monthly performance trend reports and presented insights to management.
- Met and exceeded call monitoring targets consistently.

Senior Technical Support Engineer | Nov 2015 – Sep 2016

- Provided L1/L2 support for international clients (UK, USA, Australia, Canada).
- Installed drivers, fixed OS-level issues, and performed antivirus configurations.
- Troubleshoot both Windows and Mac environments.

Education

- **B.Tech (Computer Science)** – Galgotia College of Engineering & Technology, 2015 (6.9 CGPA)
- **ISC (Science)** – Fatima Convent School, 2010 (80.3%)
- **ICSE** – Fatima Convent School, 2008 (84.85%)

Certifications

- AWS Cloud Practitioner (Valid till Aug 2028)

Interests

Exploring new technologies • Cloud computing • Cross-platform application development