

Curriculum Vitae

Ansh Sanjay Kapoor

Software Engineer P2

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CAREER SUMMARY

A skilled professional with a diverse range of expertise, including VB.NET, ASP.NET MVC, C#, and SQL, I have a proven track record of providing top-notch technical support. My results-driven and collaborative approach allows me to deliver high-quality software solutions and efficiently resolve customer issues.

PROFFESIONAL EXPERIENCE

Software Engineer II | **Advanced Business & healthcare solution** | (Jan 2023 - Present)

- Enhanced and developed diverse products utilising .Net with MS-SQL.
- Provided swift and effective resolutions to critical T3 issues for over 70 customers, prioritising based on urgency.
- Automated and streamlined resolution processes for recurrent issues within the support team.
- Conducted in-depth debugging and troubleshooting of legacy products, optimising performance, and stability.
- Managed and tracked tickets seamlessly through the Kanban board, ensuring efficient task flow.
- Mentored junior team members in deploying changes, facilitating efficient knowledge transfer within the team.

Associate Analyst Application Programming | **Analog Devices Inc.** | (Jan 2021 - Jan 2023)

- Provided expert L1 and L2 IT application support for 40+ applications, maintaining a high incident resolution goal of 92%.
- Enhanced the inventory management system to optimise inventory control.
- Established a robust business solution by integrating the E2open and SAP ERP systems for the GES project, streamlining vendor operations and organisational processes.
- Implemented the business solution of ASN in SAP PP and WM, providing root cause analysis for permanent fixes, resulting in improved production efficiency.
- Played an important role in the data warehouse project for internal manufacturing, providing Oracle integration solutions and developing comprehensive reports using Tableau for data analysis.
- Monitored diverse services using Nagios and SolarWinds to ensure system health.
- Analysed and resolved missing pat maps on Galaxy, contributing to data accuracy.
- Proficiency in ERP systems such as SAP PP, E2open, JDA, SQL, and PL/SQL, successfully delivering numerous enterprise data warehouse projects.
- Developed insightful MES reports with the team using Tableau and Power BI, empowering stakeholders with data visualisation and supporting data-driven strategies.
- Maintained comprehensive documentation on Confluence to facilitate knowledge sharing.
- Successfully managed complex and diverse projects, ensuring quality, cost, and time parameters, leading to a 96% increase in the project success rate.
- I supervised team operations as a shift lead, providing guidance and coordination.

KEY SKILLS

- Business Analysis
- IT Service Management
- Troubleshooting Complex Technical Issues
- Root Cause Analysis (RCA)
- Customer Relationship Management

TECHNICAL SKILLS

- Oracle SQL, PL/SQL, MSSQL
- VB.NET, ASP.NET MVC, C#
- HTML, CSS, JavaScript
- Microsoft Office

EDUCATIONAL QUALIFICATION:

Sr. no.	Standard	Board/university	Percentile/CPI	Passing year
01	MBA	IGNOU	Pursuing	2024
02	MCA	Nirma University	7.95 CGPA	2020
03	BCA	Veer Narmad South Gujarat University	6.33 CGPA	2017
04	H.S.C	Gujarat Board	64.26%	2014
05	S.S.C	Maharashtra Board	60.00%	2012

ACADEMIC PROJECTS

- Auditorium Automation System Using IOT. Published the research paper for the same in IJRTE.
- Developed a home services website in .NET with MY-SQL.

CERTIFICATIONS

- [Fundamentals of Cloud Computing](#)
- [AWS Concepts](#)
- [AWS Cloud Practitioner Essentials](#)
- [NPTEL Online Certification for Cloud Computing](#)