**Mr. Rakesh Singh**

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Current Address: P7 306 Pride City Katara Hills Bhopal.

**Objective**

Seeking a responsible post with an opportunity for professional challenge and growth to support and enhance co-operative objectives of the company.

**Education:**

* B.E. in Information Technology branch from RGPV MP , in 2010
* Intermediate from Mary Lucas School Allahabad in 2005
* High School from Maharishi VidhyaMandir School Allahabad in 2003

Certification:

* Several Behavior Trainings included Soft skill, Visual representation of data, Analytical Thinking Approach to Problem Solving and Team Synergy
* Business Process Improvement
* Basic Quality Tools
* Advance Excel Training
* ITIL V3 certified

Technical Skills:

* Well versed with SQL Yog, MS SQL, SQLPlus , Windows server, MS Office 10/13/16/19, Linux OS, Azure Cloud.
* Manual Testing: User Acceptance Testing (UAT), Integration testing, System Testing, Test Planning, Test case writing and execution.
* Office Tools: Microsoft Office (MS word, MS Excel, MS PowerPoint)
* Tools Used: HubSpot, mentis, Slack, Skype, Teams, Logmein, Joinme, Redmine, Anny desk, Jira, Vmware, kibana, Postman etc.

**Experience:**

**Cin7 India Pvt Ltd April 2022- Present**

**Ahmedabad, Gujarat**

**Technical Support Specialist**

Cin7 is fully integrated, cloud-based inventory management software that streamlines stock management across multiple channels.Cin7 allows users to manage sales channels, inventory, point of sale and supply chain in one central.

We are responsible to provide support to our clients by a chats and an email whenever they needed. We help them regarding software functionality and technical issues.

**CIMCON Infotech Feb 2018 – Sep 2021**

**Ahmedabad,Gujarat**

**Application Software Engineer (Product Analyst and Implementation)**

Established in 1988, CIMCON's EUC management tools help identify, evaluate, and mitigate the business risks inherent in end-user computing applications. CIMCON’S software can uncover hidden errors, detect cybersecurity risks with unauthorized storage of private information, and facilitate regulatory compliance.

**Roles & Responsibilities:**

* Rendering L1 / L2 / L3 technical support on Microsoft Platform for eInfotree Application (Sarbanes–Oxley Act & 21 CFR Part 11).
* Providing Technical Support and undertaking manual testing of the products build on ASP.NET, HTML & CSS.
* Liaising with application development, networks, security, management systems, storage and database teams for resolving respective issues.
* Supervising configuration, Supporting & troubleshooting activities on Windows 2003 / 2008 / 2012/ 2016 /2019 Server for eInfotree Application &Compliance Part 11 Software.
* Application log analysis, maintain SLA and incident report preparation.
* Generate tickets for incidents & requests that are received by user community while working on the floor.
* Managing DEV & UAT Server Environments for various Application Development Management Groups using VMware.
* Strong knowledge of SDLC with experience in writing & executing test cases and test scenarios.
* Implementation of Risk applications at client server by making complete required environment on Virtual Machines by installing and Configuring ADDS,DHCP and DNS.
* Managing IIS worker process and application pools.
* Unit /Module Testing of application in UAT environment.
* Validation of desktop and enterprise applications by executing IQ(installation qualification) and OQ(operational qualifications) to meet the client requirements.
* Manual testing of applications to find the bugs and get them fixed by developers.
* Creating a database and executing the queries on SQL and Oracle database.

**eClinical India Pvt Limited Since May 15 to Feb 2018**

**Ahemdabad, Gujarat**

**Software Specialist**

EMRs, EHRs allow a patient's health record to move with them to other health care providers, specialists, hospitals, nursing homes, and even across states.

An electronic medical record (EMR) is a digital version of a paper chart that contains all of a patient's medical history from one practice.

**Responsibilities:**

* Analysis of client requirement and gathering, Client clarifications, Technical & Functional design reviews.
* Analysis and provide resolution of raised incidents within stipulated SLA.
* Implemented SQL queries to facilitate the supply of data.
* Regular interaction with the business users.
* Involved in closure of application bugs identified during its production lifetime.
* Solving incidents and change requests.
* Carried out various Minor Enhancements and Development.
* Designed Test Cases, Performed system testing and handled defects and error correction.
* Worked on different kind of client servers architecture like locally hosted, SaaS and Client server architecture.

**MSP Software PVT LTD Since May’14 to April’15**

**Ahmedabad, Gujarat**

**Technical Support Engineer**

Responsibilities:-

* This Software is used for Selling OUTLET Materials and My role is to Maintain And Provide Support to Software in all the running outlet regarding all the issue like Billing, Increment of Materials Prices, Materials Category, Materials Groups and provide support and maintenance of databases which is based on SQlServer2005/08.
* In database I have to run queries and procedure for troubleshooting. Also Export and Import of Sql tables into Excel and make report.
* In Sql Server database I have to take backup and restore of databases on regular Basis.
* Creation of Schedular to Automate Backup and also work on database mail configure.
* Making Jobs to Automate the Stored Procedure.
* Primarily responsible for the delivery, quality and interfacing with customer for Enhancement and supporting the Homebase system.
* Worked on Incidents and Service Requests in the above mentioned application.
* Mentoring new team members through trainings and the customizations in the project.
* Analyzing root cause issues and providing solutions based on investigation.
* Achieved high customer satisfaction by tactfully addressing their day to day challenges.
* Deploy Sqlquery, Update New Release.

**Extra Achievement/Curricular activities:**

* Participated in Cricket and Volleyball competition held in eClinicalworks.
* Played cricket up to state level from Allahabad team in 2005.
* Played throw ball up to National level from UP team in 2005.

**Personal Information:**

Birth Date: 04th of June 1989

Languages Known: English andHindi

**Declaration:**

I, Rakesh Singh, solemnly declare that the information given above is all true to the best of my knowledge & belief.

Rakesh Singh