

# Manpreet Pabla

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## Profile

Strategic Software Developer skilled in application development, testing, and optimization. Excels at coordinating ground-up planning, programming, and implementation for core modules and APIs.

## Skills & Abilities

- **Languages:** Core Java
- **Functional Programming:** JAVA 8
- **Advanced JAVA:** Collections, Data Structure And Algorithms
- **Frameworks:** Spring, Spring-Boot, Hibernate
- **Databases:** MySQL, SQL Server
- **Issue Tracking:** JIRA, Rally
- **Microservices**
- **UNIT Testing**
- **JAVA API Development**
- **Web Technologies:** HTML, CSS, JavaScript, Bootstrap, AJAX
- **Webservices:** REST, SOAP, Swagger
- **API Management:** Postman, XML, JSON, SOAP UI
- **Quality Assurance Tools:** Junit, SonarQube
- **Version Control System:** SVN, Git, BitBucket
- **Application Web Servers:** Apache Tomcat
- **Project Tools:** Eclipse, Spring STS, Maven

## Experience

### SOFTWARE ENGINEER | ZENSAR TECHNOLOGIES - CISCO | 2015-2020

- Worked on end-to-end applications including design, development, and support of the Cisco app according to business requirements using SDLC with a high degree of accuracy.
- Developed Web APIs for third-party integration within CISCO in the existing application using Java Restful Webservices.
- Worked as full stack developer with hands-on experience on numerous frameworks: Spring, Spring-Boot, Hibernate, and Restful Webservices.
- Used Spring MVC, Spring Core, and Spring DAO to build and support Production Ready Spring Web applications.
- Designed new features according to user specifications and delivered independently.
- Provided Production support for the existing Cisco web application.
- Followed Agile Methodology- sprint planning, unit testing, and debugging done monthly.
- Automated Manual repetitive tasks for the team and new joiners.
- Initiated the Best Coding Practices manual in the team and produced scalable solutions for client requirements.
- Managed Continuous Integration tools (Jenkins) and deployment process for development and production environments.
- Promptly researched and resolved issue tickets with professional knowledge.
- Used Spring Test module to ensure all functions and components are executed properly.
- Used Rally to track the efforts and resource velocity effectively.

- Responsible for troubleshooting pre- and post-production issues.
- Deployed and configured projects using Maven Build Tool.
- Proposed and implemented new features/functionality to a client as a value-added service to an existing application
- Worked in Agile Process flow.
- Educated Clients about application usage.
- Created all necessary documentation for code and applications and supporting web applications.
- Worked as Technical Lead for the team and supported other members of the team in completing tasks and meeting objectives.

### **TECHNICAL SUPPORT | TELEPERFORMANCE – APPLE (MAC) | TORONTO | 2021-2022**

- Resolved a diverse range of technical issues across Mac systems and applications for customers and end-users across various time zones.
- Promptly researched and resolved issue tickets with professional knowledge of Mac and Windows Operating systems.
- Documented transactions and support interactions in the system for future reference and addition to the knowledge base.
- Assisted customers in identifying issues in Windows and Mac Operating systems and explained solutions to restore service and functionality.
- Provided regular updates to clients as per SLA.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Provided Root cause analysis for the issues.
- Participated in new product training, customer training, and other support-related activities.

## **Education**

**POST-GRADUATION CERTIFICATION | 2020 | CONESTOGA COLLEGE-KITCHENER  
GPA: 3.94 | GRADUATED WITH HIGH DISTINCTION**

**BACHELOR OF ENGINEERING – INFORMATION TECHNOLOGY | JUNE 2015 | INDORE  
GPA: 7.6 | GRADUATED WITH DISTINCTION**

## **Certifications and Awards**

- **Certified Lean Change Leader**
- **Received Best Agile Project Award – CISCO**