

MD DILSHAD ALI ANSARI - PMP®

TECHNICAL MANAGER

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Technical Manager with 15+ year of experience. I have worked on Client/Server architecture, server side programming to implement web based applications and database connectivity. I look forward to developing challenging web / Window application on emerging technologies. Having skill in agile methodologies, deploying high-quality software solutions on schedule and managing product development from concept to deployment. Mentored junior project teams and developed new processes to optimize the software development cycle. Spearheaded research and development of new software prototypes which enabled full service customer engagement and boost revenue by 25%.

SKILLS

- ❖ **Project Management** : Project Management, Agile & Scrum Methodologies, Software Development Life Cycle (SDLC), Requirement Management, Streamlined Project Delivery
- ❖ **Development Environment** : .Net(2.0,3.5,4.0),C#, Visual Basic, C, C++,.Net Core
- ❖ **Web Development**: HTML, CSS, Angular, java Script, Html, DHtml, Xml,Jquery,json,Ajax,Bootstrap
- ❖ **Databases**: Microsoft Access , SQL Server 2000/2005/2008R2/12/14/16, Oracle
- ❖ **Frameworks**: Angular,.net
- ❖ **Version Control**: Git,Bitbucket,Proforce4,TFS,SVN
- ❖ **Software Tools**: Visual Studio Code
- ❖ **DevOps**: Azure Devops, Yaml
- ❖ **Problem Solving**: debugging, code review
- ❖ **Agile/Scrum Methodologies**: Azure Boards
- ❖ **Team Collaboration**: Strong communication and teamwork skills
- ❖ **Agile/Scrum Methodologies**: Azure Boards
- ❖ **Web Technologies** : Asp.net,Asp.net core, Microsoft Dynamics
- ❖ **Architecture** : Client Server/MVC3.0/5.0
- ❖ **Technologies** : COM, Web Services, SOAP, WCF,WebApi, Kentico10
- ❖ **Testing Tool (Web Services, WebApi)** : Swagger ,Postman
- ❖ **Third party Control** : Telerik control(Web/Window)
- ❖ **Style Sheet & Testing** : CSS,XSL, Manual Testing(+ve,-ve,Exceptional), [Development /Testing/UAT]
- ❖ **Application Server** : IIS(5.0,6.0,7.0)
- ❖ **Domain** : E-commerce ,Travel ,Finance, Health, Manufacturing
- ❖ **Payment Gateway** : SagePay, PayUpaisa
- ❖ **Database Connectivity Tool**: ADO, ADO.net, ORM, Entity Framework (Database Model)
- ❖ **Bug Tracker Tool** : Mentis, Bugzilla
- ❖ **BI& Reporting Tools** : SSIS, SSRS, powerBI(Desktop),R, Telerik
- ❖ **CMS** : Kentico10
- ❖ **Script** : Power shell, Power Bash

PROFESSIONAL EXPERIENCE

1. Technical Manager | Navayuga Infotech, Hyderabad, India | May 2023 - Present

- Collaborated with a cross-functional team to develop and maintain a high-traffic web application, resulting in a 30% increase in user engagement.
- Implemented RESTful APIs in C#.net for efficient data retrieval, enhancing system performance and scalability.
- Backend: MVC 5.0/C#/jQuery/3rd party JS plugins, Angular
- Frontend: SQL Server, web API, Entityframework5, LINQ, ORACLE
- Utilized React to create dynamic user interfaces, improving the user experience and reducing bounce rates.
- Conducted code reviews, identified areas for improvement, and mentored junior team members, ensuring code quality and consistency.
- Resolved critical production issues by analyzing and debugging code, minimizing system downtime and enhancing reliability.
- Integrated continuous integration and continuous delivery (CI/CD) pipelines using Devops Azure, automating the deployment process.

Project:-

IPMS is an Internet (web) based end-to-end integrated Port that handles vessel and cargo movement activities in and out of the port. For better decision-making the system provides users with real time information about vessel arrival / departure, port facilities management, cargo & logistics information, gate operations, etc.

i. UAM ii. SSRS server and report iii. Data Migration using SSIS

Role:-

- Client Handling/Documentation code review/ Team management.
- Lead a team of 21 developers in the successful delivery of 5 major software products, increasing customer satisfaction ratings by 25%
- i Managed product lifecycle from concept to deployment, reducing time-to-market by 15% and meeting 100% of release deadlines
- Developed a continuous improvement process that increased software development efficiency by 20%
- Negotiated and maintained partnerships with third-party vendors, driving down costs by 12% while improving service quality
- Implemented a comprehensive risk management plan that decreased project delays by 30%, resulting in enhanced operational resilience.
- Create, modify, and optimize SSRS reports using SQL Server Reporting Services.
- Build paginated reports, dashboards, and visualizations as per business needs.
- Use parameters, expressions, and datasets to design dynamic reports.
- Deploy SSRS reports to Report Manager / Report Server.
- Schedule report execution and subscriptions (email, file shares).
- Manage security and user access for reports.
- Design and develop ETL packages using SSIS to extract data from various sources (SQL Server, Oracle, flat files, Excel, XML, etc.).
- Transform and clean data to meet business requirements.
- Load data into target systems (data warehouse, data marts, or databases)
- Optimize SSIS packages for performance.

SRS and Development Estimation	Scheduling document	HLD & LLD Design Phase
Project Estimates	Resource Planning	Design Review
WBS Work break structure document	Deployment Document	Decision Analysis and Resolution (DAR) (CMMI-DEV)

Operational Manual.	Process Tailoring	Product Integration Plan
Project Management Plan	Project Action Plan	Reusable Components Description
Risk Register	MOM document	PIN (Project Initiate Document)

Note: Independent contributor (working With EF, LINQ, SSRS, Report SERVER, Data Migration, MVC5, .Net Core API, Oracle, SQL Server)

2. **Sr. Technical Lead cum Associate Manager | NIA, Manama, Bahrain | July 2018– May 2023**

- Backend: SSRS, SQL Server, Web API
- Frontend : net, Telerik, Metro Look, MVC, Angular
- 3rd part services : Tweeter Sharp 2.0, CIR services
- Utilized React to create dynamic user interfaces, improving the user experience and reducing bounce rates.
- Conducted code reviews, identified areas for improvement, and mentored junior team members, ensuring code quality and consistency.
- Resolved critical production issues by analyzing and debugging code, minimizing system downtime and enhancing reliability.

Project :-

- NIA Global ERP : Confidential (July 2017 – May 2023)
- Web Institute Management : Confidential (Jan 2019 – May 2023)
- Auto Tweeter Services : Confidential (Dec 2019 – May 2022)
- HIMS Platform : Confidential (Dec 2020 – May 2023)
- PMS with Kiosk System, AMS with Kiosk System, MS, DRS, SIO, Disclaimer system: Confidential (July 2017 – May 2023)

Role:-

- Client Handling/Documentation/SSRS server and Report/Coding and code review/ Team management.
- Lead a team of 43 developers from different country(Japanese, Indian, UK, Pakistani, srilankan, Philippines) in the successful delivery of 13 major software products, increasing organisation satisfaction ratings by 33%
- Managed product lifecycle from concept to deployment, reducing time-to-market by 15% and meeting 100% of release deadlines
- Developed a continuous improvement process that increased software development efficiency by 20%
- Negotiated and maintained partnerships with third-party vendors, driving down costs by 12% while improving service quality
- Implemented a comprehensive risk management plan that decreased project delays by 30%, resulting in enhanced operational resilience.
- Focusing on automation of work.
- Streamlined communication protocols with End user, leading to a 20% reduction in issue resolution time.
- Defined project scopes and objectives, achieving a 97% alignment with stakeholder's expectations.
- Implement data security all aspect in full development life cycle.
- Organize demo and training to the end user.
- Support & Monitor legacy applications for issues and resolve incidents reported by users.
- Troubleshoot and debug legacy software problems in production or test environments.
- Apply patches, updates, or fixes to legacy applications as needed
- Analyze and categorize legacy application issues.

SRS and Development Estimation	Scheduling document	HLD & LLD Design Phase
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WBS Work break structure document	Deployment Document	Decision Analysis and Resolution (DAR) (CMMI-DEV)
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3. Freelancing :-**Sr. SQL Server & BI Consultant** | Manama, Bahrain | Dec 2020 – Nov 2021
 - Implemented Many SSRS report and Power BI dashboard for Clarity Benefit Solution US based Client.
 - Handling documentation for report and query and store procedure description.
4. Freelancing :: - **Sr. IT Consultant** | Manama, Bahrain | Dec 2020 – Nov 2021
 - Developed online learning application for Learner Edge US based Client.
 - Handling documentation of related my task.
 - Backend: SSRS,SQL Server ,Web API
 - Frontend : net , Telerik, MVC, Angular
5. **Sr. Software Engineer** | **Almoayed ICT**, Manama, Bahrain | July 2017– June 2018
 - Backend: SSRS,SQL Server ,Web API
 - Frontend : net , Telerik, Metro Look, MVC, Angular
 - 3rd part services : Tweeter Sharp 2.0 , CIR services
 - Create dynamic user interfaces, improving the user experience and reducing bounce rates.
 - Conducted code reviews, identified areas for improvement, and mentored junior team members, ensuring code quality and consistency.
 - Resolved critical production issues by analyzing and debugging code, minimizing system downtime and enhancing reliability.
6. **.Net Developer** | **ELI India**, Faridabad, India | Sept 2016 – Mar 2017
 - Backend : SQL Server, web API
 - Frontend : MVC 5.0/C#/jQuery/3rd party JS plugins
 - Create dynamic user interfaces, improving the user experience and reducing bounce rates.
 - Ensuring code quality and consistency.
 - Debugging code, minimizing system downtime and enhancing reliability.
 - Design/Development/Testing/Documentation

Project:- 1..**Web EHR (Electronic Health Record)**

It is a Platform for Eye Practitioners in USA. Where an Eye Practitioners perform different activity on patient diagnosis related to eye. It has three part of this application.

- (i) Admin Part (ii) Clinical part (iii) Billing Part (iv) IDL Part
- **IDL Part:** It is an app that interact with third party services and IDL Api to fetch the patient data and perform different type of operation on it. Such as: Which device is suitable for patient according to their diagnosis and which device is already implanted their Eye.
- **IDL App distribute in :** (i) IDL DB (ii) IDL API (iii) IDL Main App (iv) Repot
- **IDL DB :** It holds the functionality that maintain the database entry manually. Which database related to which practices.
- **IDL API :** It is middleware part of the app that give the connection string to IDL Main App and fetch the data through the API on the basis of runtime connection string.
- **IDL Main App:** It hold the all information that interact with doctor. Doctors can suggest which device is suite for patient and perform data related tasks.
- **Report :** It consists of different type of report such as list of patient.

Project : - 2. VISOF CRM (Vehicle Insurance Solution Framework CRM)

It is a Platform to describe business that is conducted over the Internet using applications. It is processing tracking of all customer's insurance detail. It consists of 4 part such as.

- **Admin Part** : it holds the functionality that maintain the user level such as Admin, Executive ,Manager,TL etc
- **User Part**: It hold the different type of task.
- **Business part**: It hold the all business level functionality that related to Vehicle insurance.
- **Report part**: It consists of different type of report such as dashboard and chart level.

7. Software Engineer | Incedo Ltd, Gurgaon, India | Aug 2014 – Mar 2016

- Handling documentation of related my task.
- Backend : ItextSharp ,Oracle ,Web API
- Frontend : ASP.net, MVC
- 3rd party services: CIBIL Services
- Design/Development/Testing/Documentation

Project: - CLMS (Commercial Loan Management System)

It is a Platform to describe business that is conducted over the Internet using applications. It is processing commercial loan to their customer. It has too vast application but I am working on some module.

- Quality check interface module
- Mailer sanction utility
- Property master
- Business EMI calculator utility (IRR /XIRR Calculator)
- Report (Security/Dpd Charges)
- Document Trackers
- Integration with CIBIL/ DEDUP System

8. Web Developer | Riding House Infotech, Gurgaon, India | June 2012 – July 2014

- Handling documentation of related my task.
- Backend: Sql Server 2008,SSRS,Web services, XML, XSLT, XPath, XFO
- Frontend : .Net(Asp/C#), Multithreading ,JavaScript , JQuery ,CSS, XSLT,MVC
- Design/Development/Testing/Documentation

Project: - 1 Online Crystal Shopping

It is a Platform to describe business that is conducted over the Internet using applications. it's the selling of products online, Via this applications(such as eBay, Shop clues etc).It has two type of category under this applications such as . (i) B2B, (ii) B2C

- B2B: It is way to become a seller and sale their product.
- B2C: Any one can sale their product directly to the customer.
- It has three part of this application.
- (i) Admin (approval product, seller, Deals, Payments, and view all type of Business report.) (ii) Seller (Add product, Deals, and view sell's history of their products.) (iii) User (view and choose product and purchase it.) (iv) Reporting

Project: - 2. Online Test System

- It is a platform to organize a test for our staff and interview candidate .Where an internal staff who enhance their skill and knowledge and provide company certification. For interview candidate, Company test and know about candidate skill and knowledge to recruit the good candidate to work in our Organization. It has two part.

- Admin (create Que, sets, users etc)(ii) User

Project: - 3. Online Car Parking and Lounge package (<http://88.208.203.183/default.aspx>)

- It is a part of Company's product .In this module we are offering parking and lounge facility to the customer. It has number of operation in this service.
 - Search the parking and lounge according to the requirement.
 - Choose services according to their budget.
 - Fill the Basic Information.
 - And payment.

Project: - 4. Online Rent Car Booking package (<http://88.208.203.183/default.aspx>)

This System will facilitate the functioning of a "typical"

Rental Car store. Each type of car should have a different rental fee per day. Rental fee depends on number of day, brand and how fast the car runs. The system should have the following functionalities:

Rent: The system equipped to answer Customer's inquiries about the availability and rental fee of various "types" of cars for certain dates in the future. When the customer makes a decision about the "Type" of car and the Dates, the system should be able to book the requested type of car for requested dates. The customer should be given a "Confirmation Number".

Pick Up: The system process a Car Pick Up. Customer walks in and supplies either the confirmation number, or name. The system should pull up all the reservation information about this customer. The customer is then asked to supply a driver's license

Project:- 5. Traveller Insurance Package

- This is a part of Online Air Ticket Booking System. It provides the travelling Insurance to the Travelers. It Fetch the Insurance type on the behalf of searching criteria .After that Travelers choose the insurance to book it according to their budget.

9. Software Engineer | Assign Infotech, Delhi NCR, India | Dec 2009 – Jan 2012

- Developed online learning application for Learner Edge US based Client.
- Handling documentation of related my task.
- Backend: SSRS,SQL Server ,Web services
- Frontend : net , Telerik control, MVC

Project: - 1 Globex International (Manufacturing Company) ERP

- It is provide a framework for integrating and improving a company's internal business Processes that results in significant improvements in the quality and efficiency of customer service, production, and distribution. And provides vital cross-functional information on business performance quickly to managers to significantly improve their ability to make better decisions in a timely manner across the entire business enterprise. This Project has many parts
 - Invoice: It allows you to view different type of Invoices for an Organization Such as Tax, Packing, Debit, Purchasing, Selling etc
 - Reporting: It allows generating different type of reports to view the business of Organization and Performance of each employee their respective Departments.
 - Staff & Product Managements: It allow to keep all information of product and staff (such as: Stock, sale, Purchase, Personal information, Salary, Leave and attendance).

Project: - 2 Fountain International Institute (Web- ERP)

- It allows you to view to student, staff and their information. This Project has two parts ,
 - Window Based: That attach the Web cam and pick the image of student and generate the admit Card. After that data store in database and
 - Integrate with web based platform.

- Web Based: It allows you to view different type of services for institute Such as Staff management Student management (Registration, Fee,
 - Attendance, Exam etc)Notification (Send information regarding changes of batch & exam),Reporting
 - The site design consists mainly of two parts –
 - (i) Admin (ii) User (Staff & Student)
 - The administrative part involves the maintenance & adding additional content.

Project: - 3 www.Jaiprabha.org

- The project entitled <http://www.jaiprabha.org>. That is a donation platform that allows you to Support to contribute to building an India where all children can gain access to education. It keeps all information about its Sponsors, Employment Opportunity, Day to day Update News and Blogs , FAQ, and Quick Fact. And so on ([http:// www. Jaiprabha.org](http://www.Jaiprabha.org)).The site design consists mainly of three parts –
 - (i) Admin (ii) User (iii) Reports generation.
- The administrative part involves the maintenance & adding additional content of this site.

Project: - 4 Nu-Lifeline Hospital Information System (Nu-Lifeline HIS)

- Nu_Lifeline HIS is a comprehensive and integrated Hospital Management System designed and modules developed to provide the benefits of streamlined operations, enhanced administration and control, superior patient care, strict cost control and improved profitability. This Platform consists different Module –
 - (i)Registration Module (ii)Medical Modules (iii)Services Modules (iv)Financial Modules(v)Inventory Modules(vi)Security Modules

Project: -5 PIS-Billing & Inventory System

- It allows you to view different type of product (Bislary water,Pepsi,Coke etc) in a stock and Manage all Information of product and customer. It provides different Services Such as:
 - (i) Billing (ii) Inventory information (iii) Reporting.
- It keeps all information about Product, Customer, and Bill etc. The System design consists, onl y One Part – User.

ADDITIONAL INFORMATION

Other Activity:-

- Documentation
- Code Review and Testing of Existing Project
- fix the Bug of existing Software/ Website
- Time to Time Upload and maintenance website
- Managing 23 member of Team
- Report creation of Project and Team member

Database Activity:-

- Troubleshooting
- Sql Query review
- Database Tuning
- Database Backup and Recovery
- Data Extraction, Transformation, and Loading.
- Write complex query
- Report submission to Project Manager regarding Database issues.
- Data Migration

EDUCATION

Master of Computer Application | Sikkim Manipal University | Delhi, India | May 2009

- Relevant Courses: Data Structures, Algorithm Analysis, Software Engineering, Database Management

Bachelor of Computer Application | School of Computer and Information Sciences, IGNOU | Delhi, India | May 2006

- Relevant Courses: Data Structures, Algorithm Analysis, Software Engineering, Database Management

CERTIFICATIONS

- PMP® Certified valid till 14 March 2028
- 35 hour PMP Workshop from Anexas Europe (<https://anexas.net/>) in July 2024.
- 5 day full time Workshop on CMMI Process Navayuga Infotech in Aug 2023.
- Online Certificate in GDPR(Beginner) From Alison.com in Nov 2022
- Online Certificate in DML and Database SQL server Administration From Alison.com in Nov 2022
- Online Certificate in ISO Management system Audit technique and best policies From Alison.com in Nov 2022
- Online Diploma in Project Management From Alison.com in Nov 2022
- Online Certificate in Understanding Statistic and Provability Data From Alison.com in Nov 2022
- Certified Lean Six Sigma Yellow Belt from Anexas Europe(<https://anexas.net/>) in Oct 2022
- Certified Lean Six Sigma White Belt from Anexas Europe(<https://anexas.net/>) in Oct 2022
- Certificate in Project Management(Beginner) From PMI in June 2020
- Certificate in Agile Program management Office From PMI in July 2020
- Administering Microsoft SQL Server 2012/2014 Databases [Code : 70-462]
- Developing Microsoft SQL Server 2012/2014 Databases [Code : 70-464]
- Online certificate in Agile Project Management from Telecommunications Regulatory Authority – UAE
- Microsoft certification in MCP with .NET Framework 4[Code : 070-516, 070-519]
- Three Days .Net Training Conduct by WebUniv
- . Net Specialization From ATS Education from Lajpat Nagar
- Online Certification in Html from "RankSheet.com"
- Online Certification in HIPAA from ELI Global.
- Online Certification in Security& Information from ELI Global.

Personal INFORMATION

- Date of Birth : 25th of December 1984
- Sex : Male
- Permanent Address : N-77B, Batla House, Near: Hari Masjid, Jamia Nagar, New Delhi-110025
- Father's Name : Md Shamshad Ali Ansari
- Marital Status : Married
- Nationality : Indian
- Passport No: : Z7718127 (21st April 2034)
- Driving License No. : Bahraini 841265763 (1st November 2025)
- Languages Known : Hindi, English, and Urdu
- Skype : Dilshad_Crystal