MAKSUD I. VAHORA

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PROFESSIONAL SUMMARY

Over 21+ years of IT experience in Training and Software Development with expertise in Object Oriented Methodologies for Client / Server application and web development with the knowledge in Database Design and Administration. Experience in Complete Project Life Cycle from Design to Deployment of object-oriented applications on Internet / Intranet platform; also have experience to provide training on various languages as well as database and infrastructure platform.

SKILLS SUMMARY

Programming Languages	C, C++, C#, Core java, Visual Basic, SQL, JavaScript.
Operating Systems	Windows Server 2012, Windows Server 2008 R2, Windows Server 2003, Windows 7, Windows 8, Windows XP
.NET Technologies	. Net Framework 1.1, 2.0 3.5, 4.5, Web Forms(ASP.NET), MVC, Windows Forms, ADO.NET, HTML, SOAP Web Services, RESTful API, XML, Web Services, IIS, LINQ, Entity Framework, AJAX, JQuery, CSS, Bootstrap
Distributed Technologies	WCF, COM+, DCOM, COM
Web Technologies	HTML, CSS, XML, XSD, XSLT, Bootstrap, WordPress, PHP, Python
Middle Tier	Servlet, Spring, Hibernate
Databases	SQL Server 2005/2008/2012, Oracle 7.x/8.0/8i,11g, MySQL and MS Access
Reporting Tools	SSRS 2008/2012, Crystal Reports.
JS Libraries	JQuery, AngularJS, KnockoutJS.
Cloud Platform	AWS, Vagrant, Docker, Chef, Puppet, Ansible, Jenkins, Maven, Ant, Shell scripting
Other Tools	O365, SharePoint, GitHub, Team Foundation Server, Sub Version, SSIS.
Hadoop Eco Tools	Map reduce, Pig, Hive, Sqoop, HBase

PROFESSIONAL EXPERIENCE

Business Development Manager – [From Mar'20 to Nov'20] IndiMedi Solutions Pvt Ltd., Ahmedabad

- Generated new business for the firm via cold calls, in person visits, referrals from contacts and networking on social media. Utilized a CRM to track down old prospects in attempt to convert to new revenue as well as re-establish relationship with previous paying clients.
- Built and maintained relationships with key contacts at potential clients, consulting companies and partners in order to get access to new opportunities.
- Persuaded management to implement tools including GoToMeeting, Skype, Google Meeting and Zoom to be more strategic and speed up the sales cycle.
- Identifying and mapping business strengths and customer needs.
- Maintained personal performance including contact databases, activity reporting and sales forecasts. Demonstrate the Odoo based products/ Module prototype to the clients to understand the actual requirements in order to meet the requirements.
- Discussed with Project manager, Functional consultants and developers to prepared the task documents and responsible to send the same to the client for approval.
- Prepared sales presentations and followed up with the decision makers.
- Collaborated with sales team to expand business development efforts, including contributing to annual profit plan and assist with the implementation and execution of such plans and tracking outcomes Performed administrative duties, such as preparing sales budgets, Sales reports, Invoice, communicate with the client for payment disbursement timely to increase the maintain the inflow of the organization. Prepared and gave business reviews to the management team.

Business Development Manager – [From Aug'19 to Jan'20] VIIT Pvt Ltd., Ahmedabad

- Administered all sales and profit performance within center, Developed and monitored all direct marketing activities.
- Ensured achievement of all sales objectives on weekly/ monthly basis.
- Reviewed productivity of center and ensured adherence to all performance standards.
- Lead, coach and develop employees to achieve business results and professional/personal development objectives.
- Manage team performance, setting clear objectives and targets. Provide guidance, support and communicate to the team.
- Reviewing and recording the performance levels and providing reports to management.
- Conducting technical/ non-technical seminars/ workshop on technologies/ on various job opportunities in industries in colleges and make them ready according to industries requirements.
- Routinely meet students/Batches/regarding classes and learning interruptions to discuss solutions, coordination to help students in need of extra attention.
- Communicate / work with technical support staff to investigate and fix technical issues

TDE – Territory Delivery Executive [Nov'18 to Jun'19] NIIT Limited, Mumbai

- Collaborated with executive management and business units so the IT plans and priorities aligned to maximize business value and meet compliance requirements
- Improved delivery quality and implemented escalation process, monthly dashboards, capability presentations, change/configuration management, delivery of various data center projects, quick resolutions for client concerns, improvement programs to mitigate risks and to improve profit margins, new proposals creation/business growth, and maintained the accounts in green status.
- Managed staff to ensure that all product milestones such as designing technical architecture and implementation are achieved within the agreed timeframes.
- Facilitated communication between all key peoples of an organization and the customer community via participation in meetings and the creation of status reporting mechanisms (weekly, monthly, and quarterly).
- Managed a new infrastructure setup to upgrade existing hardware and software for newly products introduced in company.
- Responsible for all escalations / solutions / root cause analysis back to the business partner and upper management.
- Work closely with business partner and technical team member to identify best methods for promoting and implementing new products and services.
- Holding weekly internal and external meetings on progress.
- Making regular visits to individual branch office at territory in order to check educational delivery, understanding the team requirements in terms of training and upgrade, get feedback from stack holders and team members for improving training mythologies, resolved the stakeholder query and discussed all data points with team members and business partner and generate visit report and same shared with all key people's in organization and business partner.
- Recruiting, training and motivating territory technical team to be meet upcoming products and existing products.
- Ensure all deliverables are on time and within budget.
- Revenue generation within an assigned territory.
- Conducting technical seminars across territory to promote the company products.

Academic Leader – Operation Delivery Manager [May'18 to Oct' 18] NIIT Limited, Mumbai

- Responsible for providing educational guidance and assistance to the students by providing planning schedules, recommending courses and determining appropriate education solutions for different types of students.
- Provide status reporting of team activities against the progress plan or schedule to the supervisor.
- Actively contribute to teamwork through participation in staff meetings and by actively supporting colleagues.

- Collaboration between all the service line components, related to solution and proactive approach for performance and capacity management
- Provides formal performance appraisals to direct reports. Monitors job performance of team members and provides constructive feedback directly, and/or coaches other team members on providing constructive feedback to any staff assigned to them
- Supervise, motivate, coach and mentors team members particularly supervisors on development of skills and execution of processes required to deliver and resolve all issues
- To ensure that service norms committed to the customer.
- Ensure all the customer complaints/issues are identified, to prepare Action plan for all Complaints received and drive till closure
- Reviewing daily and weekly internal reports, preparing monthly reports for Leadership Team Review.
- Managing our strategic planning process, goal setting, organizational metrics, and tracking our performance against our commitments
- Tracking our delivery and operational commitments through to completion by providing key information to our management team

Technical Director – [July 17 to May'18] - SoftNice India Pvt. Ltd, Vadodara
- Serves as a technical expert representative across teams, clients, and the information technology industry.
- Offers technical support across practices in offering definition and positioning.
- Manages multiple technical teams within budget and project schedule.
- Tracks and identifies new opportunities to improve our methodology and training offerings.
- Suggests alternative technical solutions to meet client requirements more efficiently, and/or with greater reusability, and / or longer life.
- Promotes and coordinates technical knowledge harvesting within the organization.
- Assists in strategic sales efforts from a technical perspective.
- Consistently delivers high-quality services to our clients.
- Supports and solicits input from team members at all levels within the organization.
- Communicates effectively with clients to identify needs and evaluate alternative technical solutions and strategies.
- Continually defines ways to increase customer satisfaction and deepen client relationships.
- Effectively communicates relevant IT-related information to superiors and peers in other practices.
- Participates in all programs and enforces all policies relating to performance evaluations and career development planning.
- Reviews management evaluations for consistency.

Academic Leader – Operation Delivery Manager [Aug 13 to June 17] NIIT Limited, Vadodara
- Conducts training session's needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks.
- Conduct Seminar, Workshop and Corporate training on various domain as per the organization standard.
- Regularly visit other location to maintain consistency and integrity of organization standard.
- Maintains safe and healthy training environment by following organization standards and legal regulations.
- Responsible for providing educational guidance and assistance for students by planning schedules, recommending courses and determining appropriate education solutions for different types of students
- Coordinates meetings with the supervisor, delivery manager and functional management to discuss project impediments, needed resources or issues/delays in completing the task
- Provide status reporting of team activities against the progress plan or schedule to supervisor.
- Actively contribute to team work through participation in staff meetings and by actively supporting colleagues.
- Motivate and inspire team members, Encourage creativity, risk-taking, and constant improvement
- Provision of individual monitoring, assessment and feedback on progress of new staff.
- Contribute to the performance of the team by displaying a positive and enthusiastic attitude, showing support and involvement in all activities.
- Provide guidance to the team based on management direction
- Escalate issues which cannot be resolved by the team members to upper level as and when require.

GL-F, TIA [June 07 to June 13] NIIT, V.V.Nagar
- Prepare and deliver lectures to undergraduate and/or graduate students on platform such as programming languages, databases, data structures, and software design.
- Prepare execute lesson plans, assigning tasks, and evaluating student work and progress.
- Presenting study materials to students and maintaining professional teaching environment
- Arranged for guest's lectures and invited computer specialists to deliver lectures to students
- Create and develop performance report, delivery method, scope of work, and general duties records
- Help out in managing customer demands to ensure maximum satisfaction, and to maintain quality over quantity
- Supervise activities between internal and external resources, and facilitate smooth workflow for operation delivery
- Give training and mentorship to team members to make them better on the job
- Developed and implemented plans to prevent areas of inefficiency
- Coordinate and lead trainings on various systems and processes
- Consistently meets and exceeds daily team performance goals with attention to detail.
- Managing behaviour effectively to ensure a good and safe learning environment.
- Maintaining and managing organization infrastructure, record all resources of organization etc.

Programmer [Jan 04/ May-07] Binary Computer Consultancy, Anand
- Involved in all aspects of the software lifecycle from analysis, design, development and testing of software prior to installation.
- Worked to strict deadlines to ensure that projects were delivered on time and to budget Responsible for the database designing and develop
- Applications for the support of different business personnel.
- Used .NET platform, SQL Server and various technologies for the analyzing and developing of the online and Offline application for automated accounting systems and other applications.
- Developing applications based on multilevel marketing/ chain system, generating genealogy of member, position of member in company, generate commission summary off line as well as online.
- Worked on maintenance, production support of the application with functional team as well as coordinated with other teams.
- Performed testing using different methods, prepare unit test cases, code review template and checklist preparation.
- Developed stored procedure, views, and T-SQL scripts for database maintenance, deployment and installation.

Software Engineer [April, 02 to Dec. 03] DataMax System, Anand
- Fully participated in SDLC cycle, developing various modules respect to application, testing modules, integrate modules in application, maintenance of modules if there are some errors/ fix it and also add new modules as per the customer request.
- Responsible for the designing and development of the management system which was based on web as well as GUI environment.
- Responsible for the development of application using Visual basic 6.0, Visual FoxPro and SQL server 2000, Oracle etc.
- Implemented Validation for client-side and server-side validation.
- Using SQL, implemented stored procedures and trigger functions.
- Ensuring coding standards and practices are met in regards to coding and documentation.
- Responsible for the demonstrations, presentations and reports of the projects.
- Also designed and created software applications for business as per the requirement of the project.

Sr. Faculty [Nov. 97 to March 02] Informatics Computer Institute, Anand
- Provide in-depth training sessions on various computer technology such as C, C++, Oracle,
- D2k, VB 6.0, Sql Server 6.0, Java Script, ASP many more
- Monitor student growth by calculating surveys and observance.
- Participate in staff training sessions - leadership, Communication development and team building.
- Present learning materials in various mediums - books, Internet, Audio and visual drawings.
- Assist students in homework assignments, skills development, and career counseling.

Programmer [Nov. 96 to Oct. 97] J.J.Engineering, V.U.Nagar
- Participate myself in SDLC cycle, developing various modules respect to application, testing modules, integrate modules in application, maintenance modules, developing report and many more.
- Designing forms for the software being developed by the organization.
- Assisting the senior in suggesting what can be added into the company software in order to maximize the usage.
- Testing the software thoroughly for any type of errors

EDUCATION
Academic Qualification.

No	Degree	University	Year Of Passing
1	B.Com	S.P.University, V.V.Nagar	April, 1994
2	LL.B.	S.P.University, V.V.Nagar	Oct., 1996
3	LL.B. (special)	S.P.University, V.V.Nagar	March, 1997

Computer Literacy

No	Degree	Institute/Company	Year Of Passing
1	DCSA	ITC. Mogri	Sep. 1996
2	DOEACC 'O' Level	Doeacc Soci. Delhi	Sep. 1996
3	Oracle/ D2k	ITC. Mogri	Apr. 1997
4	MCSD	Microsoft Corporation	Aug. 2000
5	MCSE, MCP+I	Microsoft Corporation	Sep. 2000
6	MCP	Microsoft Corporation	Mar. 2000
7	PGDCA	Madurai Kamraj Uni.	Apr. 2003

- I had completed three modules of DOEACC 'O' Level
- I had completed eight modules of DOEACC 'A' Level

EXTRA ACHIEVEMENTS
- I have been certified as a VB Programmer from Brainbench
- I have been certified as a C Programmer from eCertifications
- I have been certified as a Win. 95/98 Administration from eCertifications
- I have been certified as a VB 5.0 Programmer from Certifications
- I have been NIIT Certified faculty up to 3th semester of GNIIT curriculum.

Passport Number	:	M-4647289 (Valid Up to 21-12-2024)
Height	:	5.8"
Weight	:	72 k.g
Interests & Hobbies	:	Reading, Sports, Music, Internet Surfing, Seminar & Travelling
Award Received	:	I have award for excellence in electronics 1996 from ITC (Dept. Of Elc. Government of India, New Delhi)

Other Activities
- I attending blood donation camp regularly
- I attended National Service Scheme (NSS) camp regularly during my study.