**Pankaj Bagia (Project Manager)**

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**ADDRESS** : A-11, Himavan Apartment, First Floor, Nandan Park, Opp. TRP, Bopal, Ahmadabad-380058.

**My 12+ Years of CAREER OBJECTIVES:**

Technical Professional with 8+ years of IT experience in Consulting and Managing the Technical Implementation & Quality Support in following Products.

* Product based Website and Software Support and Implementation.
* CRM Support & Implementation,
* Enterprise Application Integration(ERP)

**I believe that my technical, functional and communication skills will enable me in facing the challenging career ahead.**

**ACADEMIC QUALIFICATION:**

**Master** : MScIT from Dr.C.V.Raman University in March 2012 with 72%.

**Bachelor** : BCA from SSCCS College at Bhavanagar University in March 2008 with 54.86%.

**H.S.C** : Gujarat Education Board, Gandhinagar in March 1999 with 50%

**S.S.C** : Gujarat Education Board, Gandhinagar in March 1997 with 67%

**TECHNICAL Course:**

**CCNA** From IIHT Ahemdbad with A+ grade.

**N+** from Cosmos Institute with A grade.

**PROJECT EXPOSURE:**

(1) AARVI Intech Pvt. Ltd: (Currently working as MD-Since July 2020)

**Ongoing Project:**

* DDimondshopee – (Singapore)
* Bizmedi – (Africa)
* MYBid – (India)

**Completed Project:**

* Helios Polycaster – Ahmadabad
* Strivertex Pvt. Ltd – Ahmadabad
* Digital Signature – Vivan Infotech - Ahmadabad

(2) Analytix Solution (Feb. 2019 to July 2020)

* Insight 360 – Dunkin Donuts Product (US)
* Payroll 360 – Payroll Product for Dunkin Donuts (US)

1. Orange Webtech (June. 2018 to Jan.2019)

* HRMS Product Application

1. Panamax InfoTech (Dec. 2016 to June.2018)

* BillCall Billing Application (UK)
* MFS Billing Application (Afrika)
* Sudatel Billing Application (Sudan)
* Etislat Billing Application (ShriLanka)
* Videocon Billing Application (India & UAE)

1. Accusol India Pvt. Ltd. (Jan: 2015 to Dec 2016)

* Zippbooks ERP System (Product Based Application) (India)

(6) Intellicon Ahmadabad: (Jan: 2014 to Dec: 2014)

* Madhya Pradesh High court IVRS – Bhopal-MP
* Customer Call PRI Application - Gofrugal – Chennai-TN
* Barcode Scaning - Ganebo India Pvt. Ltd – Halol – GJ
* Barcode Scaning – Murugappa Murgan Pvt. Ltd – Kadi – GJ

(7) SVCCS College of Computer Science (From Sep: 2009 to Dec: 2013)

* Ghost Application Product for LAN System.
* Manage Server 2003
* Manage & Implement hardware, software applications in Server and LAN System.
* Teaching Technical & Programming languages.

**TECHNICAL WORK CYCLE IN MY 7 YEARS EXPERIENCE:**

* ***Requirements Gathering and Client Communication by Visit / Meetings / Conference Calls.***
* ***Translate business requirements into IT application impacts and business process impacts***
* ***Develop and update functional requirements and conduct business process modeling to explain functional requirements to business, development and QA teams***
* ***Handling various activities of Project like Information Gathering, Analyzing the Information and Documenting Functional Requirements.***
* ***Performing Feasibility Analysis to implement New Enhancements.***
* ***Coordinating with Development Team regarding Change Request, Enhancements and Modifications.***
* ***To Propose Innovative Ideas for adding Business Value.***
* ***Analysis, Functionality and Feasibility Check for Software***
* ***Development for Change Requests/Requirement Analysis for new changes proposed in the system.***
* ***Database Management for handling Service Request and for issue analysis.***
* ***Coordinating with Development Team for Issue Resolution.***
* ***Implementation, Testing and Maintenance of Software***
* ***Review Test Cases & ensure Test Coverage.***
* ***UAT Executions and defect-management items to the team across multiple projects.***
* ***Business Analysis of issues raised in Production, UAT & live environments***
* ***Defect Analysis, Testing & Implementation.***
* ***Review & Preparation of Test Plans for system enhancements.***
* ***Documenting User Manual for the Delivered Software/Module of the Software.***
* ***Release management & Code Configuration.***
* ***Product Management & International Client Support***
* ***Upgrade the Version & Patch Activity at Production as well as UAT Server as QA.***
* ***Update and handle Database Utility of Client’s TEST & LIVE Server.***
* ***Manage & Configure and established IIS in Window OS.***
* ***IIS configure in AWS.***
* ***Installation and restore database of SQL Server 2008, 2012.***
* ***Handling Priority Issues at Client Site with Assisting Developing & Production Team as when required on Technical Grounds.***
* ***Coordinate with Developing & Production team to arrive solution for reported issues within SLAs Achieve defined SLA targets for P1/P2/P3 issues in JIRA Web Portal.***
* ***Validation In charge of all the Payroll,Sales,Waste data which uploaded from Source system into Server.***

**WORKING SINCE LAST 8 YEARS IN**

* ***Jira Ticket Portal,***
* ***Zendesk,***
* ***Scrum with Agile Method***
* ***Onboard Meeting with International Client (US, UK , Africa ,South-East Asia) client as online, offline, telephonic and client visit at domestic client.***

**STRENGTH:**

* Self-Development
* Leadership
* Simple and friendly in nature
* Interest to Learn New Things

**DECLARATION:**

I hereby solemnly declare that the above-mentioned information is correct up to my Knowledge and I bear the responsibility.

**Yours Faithfully,**

**Pankaj R. Bagia**