





Summary

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Talented operations associate specialize in nurturing productive client relationships. Offering 4+ years of experience as Associate Senior Production Engineer. Decisive leader and strategic problem solver with excellent communication and planning abilities

Work Experience

Cerner Healthcare Solutions as Senior Production Software Engineer -Java Jun 2017 to Till Date

Work Experience | Education | IT Skills |

Highly motivated healthcare domain expert.

Experience and knowledge in CERNER applications such as in Registration and Scheduling.

Actively Resolved 600+ client logged tickets/service requests/issues in Scheduling.

Debugging the code and Identifying defects in the client logged tickets post Go-Live

Resolved escalation problems, improved operations and provided exceptional client support.

Debugging the front-end code being written in C# (Custom version of PL/SQL).

Maintaining KPIs

Supporting AMS - SWx clients during code upgrade and preparing all necessary documents for the domain validations

Increased customer satisfaction by resolving criticalissues.

On-call requirement gathering, Go-live support for Clients and Trouble shooting .

Good written and verbal communication skills.

Understand the requirement design document, Coding and Unit Testing.

Trained new employees and help the team to over-achieve the goals

Cognizant Technology Solutions as Software Engineer Dec 2015 to Jun 2017

Worked as an AEM developer.

Designed the components and touch UI dialogs for the page and fixing the UI using AEM. Worked on CQ5 components and templates, OSGI structure, Sling with managing the content Created components and debugged the UI of the page.

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Education

IT Skills

Skill Name	Version Last Used Experience
JAVA, SQL, C#	
html5, xml, CSS	
MySQL	
JIRA	
VISUAL STUDIO	

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
French				
Punjabi				

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

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