



GAURAV SURESH JADIA



Featured



Team Lead seeking roles in Project Management, Release Management, Delivery Management, Application Support, Risk Management, Incident Management, Stakeholder Management, Software Support Engineering, Quality Management, ASP, Java, Java script

Current Designation: Team Leader

Total Experience: 13 Year(s) 0 Month(s)

Current Company: Everest IT Services Pvt. Ltd

Notice Period: 1 Month

Current Location: Mumbai

Highest Degree: B.Com [Commerce]

Pref. Location: Mumbai, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Team Lead/Tech Lead, Project Management, Release Management, Delivery Management, Application Support, Risk Management, Incident Management, Stakeholder Management, Software Support Engineering, Quality Management, ASP, Java, Java script

Verified : Phone Number | Email - id

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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Summary

A competent professional offering an experience of nearly 13 years in Software Application Support & implementation. Proven track record as an Engineer in many overseas projects, which include software delivery, implementation, support and training. Successfully completed several overseas projects in Countries UAE, Tanzania and Algeria as Onsite Project Coordinator; performed software delivery, Implementation, support and training. Pivotal in conducting requirement gathering, system analysis as well as finalization of technical / functional specifications in an effective manner. Recognized proficiency in technical analysis, requirement study and client interaction for resolving issues. Identifying, analysing defects and inconsistencies in application functions, outputs, online screens, and content and leading teams; ensuring timely completion of the project. Highly skilled in providing technical support for production applications and troubleshooting associated technical issues.

Work Experience

Everest IT Services Pvt. Ltd as Team Leader

Jun 2013 to Till Date

Key Result Areas: Handling the Technical support and implementation team in India and is completely responsible for all activities carried out by the Team. Setting-up KPIs for the teams and conducting regular in-house trainings of the employees. Adhering to the norms & coordinating with superiors for cross trainees and innovative suggestions to improve operational functioning. Communicating the feedback with focus on effectuating the modifications in performance and improving the entire team performance. Engaging in:

- o Knowledge transition from vendor to provide L2/L3 support on applications
- o Release management for implementation of production release activities
- Managing routine team administration activities like task breakdown, scheduling, delegation, monitoring & feedback
- Managing queries raised by user to solve the bug in the system
- Assisting the onsite & client teams to implement the changes and resolve the technical issues resulting post implementation; performed Unit Testing & System Integration Testing including managing communications with client, defects root cause analysis and defects resolution
- Developing new software products, Enhancing current software product, UAT Testing and Technical Support of the Software products and Implementation of Software
- Conducting in-house training to new on boarding clients for software
- Acting as a liaison between User and Vendor/Application Development Teams
- Preparing, maintaining & updating different documentations like Application Run Book, Confluence Pages and KT Documents
- Monitoring all the documents like Functional Requirement Specification, System Requirement Specification and Change Request
- Organizing training sessions for both business users & project teams
- Contributing to the design, development, testing, troubleshooting and debugging of the solutions
- Performing impact analysis and proposing technical solutions for the enhancement requests

Highlights: Travelled to Dubai, Tanzania & Algeria in order to manage projects for clients such as VFS Global, Shoppers Stop in India, Exim bank in Tanzania, NMC Hospital in Dubai and Several projects in Kenya. Appreciated by clients via E-mails for successful implementation of software, resolve queries and bug on urgent basis.

Phillip Capital as Software Engineer

Oct 2010 to May 2013



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Key Result Areas: Provided Application support as work with Asp and SQL Server; optimized in asp pages and SQL query and stored procedure & release the changes done on back office software by development team on live server Resolved queries raised by user to solve the bug in the system Ensured proper quality controls and measurement, suggested and implemented improvements as and when required Received user's request as per there application then we applied our implement as per user request first we implement on UAT server Managed & designed proper write queries Joins, updates, created format as per client requirement, stored procedures, query analysers, execution plans

 **Nazara Technologies** as SQL, MIS Reporting
Aug 2010 to Sep 2010

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Education

UG: **B.Com (Commerce)** from **Mumbai University** in **2007**

Other Qualifications/Certifications/Programs:
Diploma in Software Engineering (Java, Java script, Visual Basic, SQL Server and ASP)

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IT Skills

Skill Name	Version	Last Used	Experience
MS SQL 2000/2005			
Word, advanced Excel, PowerPoint			
ASP, Java, Java script, Visual Basic			

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Languages Known

Language	Proficiency	Read	Write	Speak
english	Expert	✓	✓	✓
hindi	Expert	✓	✓	✓
marathi	Proficient	✓	✓	✓
gujarati	Expert	✓	✓	✓

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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