Anup Mishra

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EMPLOYMENT

Medisurge Technologies Private Limited   Mumbai, Maharashtra   January 2017 - Present
PHP Developer
- Built a tool to manage web traffic . It involves managing incoming web traffic and redirecting web traffic to partner's portal based on proprietary algorithm.
- Developed an analytics tool to build user story and manage various user statuses.
- Rewrote code and optimised database for fast generation of MIS data on daily, weekly and monthly basis.
- Prepared a product and technical documentation for a new product launched.

Pigtail Pundits Websolutions Private Limited   Mumbai , Maharashtra   June 2014 - Jan 2017
Software Developer
- Developed and maintained a custom module for billing and order management system for multiple e-commerce clients.
- Developed a web application for event management and ticket booking.
- Built a complete custom learning management system for multiple clients.
- Optimized code in legacy code base with right algorithm and data structure. Implemented different UI Features in existing websites to improve User Experience.
- Implemented best practices for code documentation and code reusability with proper design patterns.
- Managed project for different clients, ensured timely communications and met deadlines.
- Interviewed prospective interns and employees, provided training to interns, new joiners and staffs.

Harjai Computers Private Limited   Mumbai , Maharashtra   July 2012 - January 2014
Technical Service Desk
- Provided technical support to 350+ contact center staff of a premier bank.
- Provided first level troubleshooting and resolutions on desktops, networks and server related issues.Escalated if required.
- Maintained SOP Documents, Knowledge base of issues, Asset records,
- Reduced TAT for incidents, ensured achievement of contractual service level agreement.
- Acted as a project co-ordinator for a banking project rollout with 80 thin clients and VOIP phones.
- Provided guidance and training to newly joined staff members.

TECHNICAL SKILLS
Programming Languages : PHP, JavaScript, SQL (MYSQL), MATLAB.
Web Technologies : HTML(5), CSS(3), XML, JSON, SOAP, REST, AJAX, SVN.
Content Management System / Frameworks : Processwire, Wordpress, jQuery.
Platforms : Windows, Linux.

EDUCATION
Shreeram Polytechnic - Yashwantrao Chavan Maharashtra Open University Maharashtra   June 2013
Bachelor of technology in electronics engineering, First Division
Areas of study included basic electronics, digital electronics, microprocessors, computer networks.

HONOURS
Star Performer Award : Honoured with a star performer award Sept'15 for exemplary execution of work duties.

INTEREST
- Business, Indian History, Politics, Technology