Rajkumar Choudhary

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Total Experience: 7 Years Location: Mumbai

Current Payroll: Aditya Birla Financial Shared Services Limited

Professional Summary

- **Over 7 years** of experience in Project Management, Application Development, Application Support & Maintenance projects
- Working with Aditya Birla Financial Shared Services from Feb 2014 to till date
- Involved in time estimation for change requests, assigning tasks to team members and arriving at the release dates
- A Techno-Functional Professional having comprehensive knowledge in .NET and MSSQL
- Rich experience of working in all SDLC phases i.e. Requirement analysis, Design and Development along with AGILE methodology of Software Development.
- Strong concepts in web and application development
- Ability to translate business needs into technical requirements
- Worked on various automation processes.
- Experience of Insurance and Payment Gateway domain.
- Very good customer interaction and interpersonal skills.

Skill Set

Domain Skill	Mutual Fund, Insurance ,Mobility [SMS ,missed call service, Pull service],Payment gateway integration with multiple banks and aggregators
Database	MS SQL 2008 , 2012, Oracle 10g
Markup Languages	HTML , XML
Languages	VB.Net, C#.Net
Technologies	ASP.NET 3.5,4.0, AJAX, web services , API, Angular(Learning)

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Work Experience

Aditya Birla Financial Shared Services – From Feb 2014 till date

– From Jun 2011 to Jan 2014 under different payroll as below

Sr no	Payroll agency name	Period
1	Aditya Birla Financial Shared Services	Feb 2014 to Current Date
2	InfrasoftTech	Aug 2013 to Feb 2014
3	Vishleshan Software	Aug 2012 to Aug 2013
4	SGS Technology	July 2011 to Aug 2012

Project Experience Highlights:

Organization: Aditya Birla Sun life Insurance

Project Name: **Aditya Birla Sun Life - Customer Portal**
Environment: **ASP.Net 4.0, C#.Net ,SQL Server 2008,Web Service**

Team Size: **5**

Description

This is Web portal for the Birla Sun Life Customer. This Portal provide all Customer solution like renewal payment, switch products, download PAS, Unclaimed Amount, PPC etc.
For better experience we have 2 section for customer one is sec and another is unsec.

Responsibilities

- Manage a team of 5 members
- Worked with BA to understand the Requirement from Business.
- Created Web Services to access the data from legacy systems.
- Implemented Online payment using integration with the multiple vendors Bill desk ,Tech Process ,Jio and PayTm.
- Debugging and fixing production issues.
- Built strong working relationships with Clients, Businesses, Application Developers and other Service Delivery team members to effectively provide end-to-end service delivery

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Organization: Aditya Birla Sun life Insurance

Project Name: **OTC(Over the Counter) services**

Environment: **ASP.Net 4.0, C#.Net ,SQL Server 2008,Web Service**

Team Size: 5

Description

For better customer experiences, Birla Sun life tie up with different banks like SBI ,ICICI and Axis bank brunch, Through this bank   Customer can pay their renewal payment.

This service good for those customers who are not able to access online payment portal and not able to reach the birla Branch.

Responsibilities

- Engaged in delivering migration projects within agreed timeframes and budget
- Worked with BA to understand Requirement from Business
- Writing SQL query, created Web services
- Co-ordinate with business partner(Banks IT team)
- Debugging and fixing production issues.

Organization: Aditya Birla Asset Management Company

Project Name: **Aditya Birla Mutual Fund Account Statement**

Environment: **ASP.Net 4.0, C#.Net ,SQL Server 2008,Web Service**

Description

This service directly communicate with Customer who haver invested in the mutual fund, Customer Just dial 8976096036 from their registered mobile number and then this application send customer portfolio valuation with complete details investment amount and folio details. This application help to improve customer experience and help to reduce the number of the call in call centre for portfolio valuation.

Responsibilities

- Write SQL procedures and functions to build and maintain the application.
- Providing technical guidance to the team to ensure timely and quality deliverables.
- involved in Development, Database design and implementation methodologies.
- Closely worked with multiple team for understanding the requirements and identify the gaps

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Organization: Aditya Birla Sun life group of companies.

Project Name: Interactive SMS Responder[ISR] and Web Call back

Environment: **ASP.Net 4.0, C#.Net ,SQL Server 2008,Web Service**

Description

The ISR is an interactive system that receives the valid keywords sent as SMS to the short code 56767,56767275 and 56161 and automatically service the customer vide SMS with the corresponding response according to their request. Some of the keywords are NAV, PMV, LTX, .etc.

Call Back module is the bridging layer between the web and IVR. If anyone wants a callback he needs to fill a small web form with the contact number and the preferred time. Automated outbound dialer will dial to the requestor and also connects to the customer service executives to initiate the conversation.

Responsibilities

- Analysis of existing system with objective of improving & optimizing the system performance
- Supervised & supported the production team for estimating project cost, maintaining qualities, planning and deliverable review process
- involved in Development, Database design and implementation methodologies.
- Worked with BA to understand Requirement from Business

Organization: Aditya Birla Sun life group of companies.

Project Name: shorten link – Tiny URL

Environment: **ASP.Net 4.0, C#.Net ,SQL Server 2008,Web Service**

Description

Send Shorten Payment URL in SMS to reduce the SMS costing for all business. Using Shorten Link business can monitor when customer click on the link and build intelligence for the same. Details Created web service to generate shortens URL and share with business to consume this service. Buil report module to check how many clicked done on sent short URL.

Responsibilities

- Interacted with the client, recognized their requirements and developed New Change reques for the client Ensure co-ordination between offshore team and on-site coordinator
- Involved in Development, Database design and implementation methodologies.

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- Root cause analysis of Major Issues and fixes.

Education Details

- **B.SC – IT, Mumbai University (First Class, Yr: 2011).**
- **H.S.C, Mumbai University (First Class, Yr: 2008).**
- **S.S.C, Mumbai University (First Class, Yr: 2006).**

Personal Details

Date of Birth	:12th Apr 1988.
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Nationality	:Indian
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