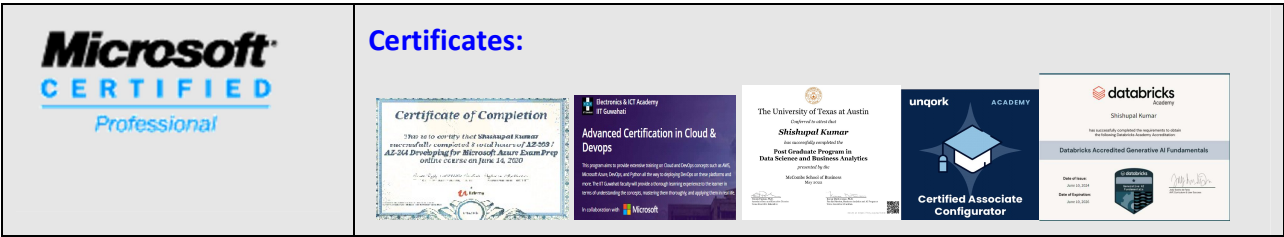


Shishupal Kumar Sr. Technical Architect (Azure and Microsoft Technologies empowered by AI Architect)

+91 9731724632 | Shishupalk@yahoo.co.in



SUMMARY

- Working in **TataElxsi** as a **SENIOR TECHNICAL/SOLUTION ARCHITECT**.
- 20+ years of total experience in Solutioning, analysis, design, Architect and development of Azure, web and window, AI/ML, Generative AI applications.
- Working with Presales team for generation RFP , SOW and estimation, POC and purposing end to end solution to client.
- Excellent experience handling and maintaining healthy relationship with customers, stake-holders.
- Excellent in **Azure ,Dev Ops and Microsoft .Net, C#, PowerApps, CRM , WCF,WPF,SQL, PostgreSQL ,MySQL,Python,Tableau, Data Science, AI/ML,Gen AI and **Unqork(No Code Platform) Certified and DocuSign****  
[https://www.credly.com/badges/d185cf3c-2172-4baf-9ee0-64190d8db3fd/public\\_url](https://www.credly.com/badges/d185cf3c-2172-4baf-9ee0-64190d8db3fd/public_url)
- Extensive experience and deep knowledge in various **agile (SCRUM)** practices as well as **SDLC**.
- Domain experience in **Portal Design, Media and Entertainment ,Transition, Bank, Retail, Telecom and Pharmacy (USA)**.
- Architect /Design, Managed and Lead multiple Projects of our clients:GE Healthcare, Multichoice, Honda,NEC,TESCO, Citi Bank, IRM, ARM, HCL R&D,Tech Data and Chubb.
- Onsite Experience: Tokyo (Japan) , UK (Cambridge).

Professional Courses in addition to MCA:

- 1-year Great Learning PGP-DSBA Program for Machine Learning, Data Science and Analytics from Word famous Institute.( [Data Science, Business Analytics Course \[Learn from UT Austin Faculty\]-Great Learning](#))
- Certificate Link: <https://olympus1.mygreatlearning.com/certificate/UVULCWKV>
- **Advanced Certification in Cloud Computing & DevOps offered by Electronics & ICT Academy IIT Guwahati and Intellipaath(Going On).**

SKILLS

Platform:	.Net (VS 2003 – VS 2022), Unqork,PowerApps,CRM
Languages:	C #.Net, Asp.Net, VB.Net, VB 6.0,ASP 2.0, <b>Python 3.8,Microsoft VIVA</b>
Front End:	<b>React , Angular</b> ,JavaScript, HTML5, CSS, JQUERY, <b>Sitecore</b>
Architecture:	<b>Microservice</b> ,AKS,MVC, <b>MVVM</b> , SOA,
Backend:	Asp.net, <b>.Net Core</b> , WCF ,NodeJs
Database:	<b>MS SQL Server</b> ,PostgreSQL,Oracle
Tools:	Visual studio, TFS, VSS, SVN, Tortoise SVN, <b>GIT</b> Postman,WcfTestClient , Fiddler, SOAP UI, Jeera , Service One, Bugs Tracker, <b>DocuSign</b>

Monitoring Tool : **Azure Monitor, Application Insight**, Nagios, Pingdom

Other Tools Known: Perform,

**Cloud:** **Azure**, AWS, GCP (Training form IIT Guwahati)

Others: Ajax, **WPF**, Crystal report, TDD, UML, SSRS

**Data Science , AI/ML:** AI/ML, Generative AI, **Python**, **Statistical Methods for Decision Making**, **Advanced Statistics**, **Machine Learning**

**Numpy, Pandas, Seaborn, scipy, matplotlib ,statsmodels, anova,Regression.**

## CURRENT RESPONSIBILITIES

---

- Working closely with Presales team on RPF , SOW and POC creation
- Gathering all client requirements and purposing End to End Solution and also Support as per SOW Contract
- Project Estimation, Part of Project plan, Risk estimation mostly Technical Risk assessment.
- Technology Stack, Architecture pattern, Tools and Project Execution methodology selection for company and client.
- Identify Talent and hiring talent for the project.
- Design and architect scalable cloud solutions on Microsoft Azure platform, leveraging services such as Azure App Services, Azure Functions, Azure SQL Database, Azure Storage, Azure Active Directory, etc.
- Lead and collaborate with cross-functional teams to gather requirements, define technical specifications, and implement solutions that meet business needs and performance requirements.
- Architecture, Design, Develop and implement and Performance Tuning of Azure, .NET applications using React,C#, ASP.NET Core,MVC, Web API, Entity Framework, and other Microsoft technologies.
- Provision to integrate Application with AI/ML , Generative AI on demand.
- Design and optimize database structures, queries, and stored procedures in SQL Server for performance, scalability, and data integrity.
- Implement security best practices, authentication, authorization, and data protection mechanisms in Azure , React and .NET applications.
- Conduct code reviews, performance analysis, troubleshooting, and optimization to ensure high-quality deliverables.
- Provide technical guidance, mentorship, and support to Architect, Technical Manager, PL/TL, Senior Developers , junior developers and other team members.
- Always updated with industry trends, best practices, and emerging technologies related to AI/ML, Generative AI , cloud computing, .NET development, and database management.

## KEY ACHIEVEMENTS:

---

- Complete Portal Submission design, architecture and development of Multichoice General Entertainment.
- Complete End to End Solution of Report Generation in LibreOffice for GE Healthcare.
- Successfully led the migration of legacy on-premises applications to Azure cloud, resulting in improved scalability, reliability, and cost savings.
- Implemented automated deployment pipelines using Azure DevOps for continuous integration and continuous deployment (CI/CD) of .NET applications.
- Designed and implemented microservices architecture using Docker containers and Kubernetes for container orchestration in Azure Kubernetes Service (AKS).
- Optimized database performance by 30% through query optimization, indexing strategies, and database tuning techniques.

- Received recognition for outstanding contributions, teamwork, and innovative solutions that drove business growth and customer satisfaction.

## WORK EXPERIENCE

---

•	Aug 2024	–	Till Date		Senior Technical Architect		Tata Elxsi
•	July 2022	–	Nov 2023		Senior Technical Architect		Persistent
•	OCT 2021	–	June 2022		Technical Architect		Visionet Systems
•	Feb 2013	–	OCT 2021		Technical Lead		HCL
•	Nov 2011	–	May 2012		Senior Associate		Sapient
•	June 2010	–	Feb 2011		Technology Specialist		Dell Perot System
•	Nov 2009	–	June 2010		Consultant		Virtusa
•	July 2006	–	Nov 2009		Sr. Software Engineer		Satyam Computer Services Ltd
•	June 2005	–	March 2006		Software Engineer		Aryan Solutions
•	Aug 2004	–	June 2005		Executive		MACS Info Solution

## AWARD AND RECOGNITIONS

- 
- Client Appreciation from multiple accounts :Citi Bank , Tesco , HCL
  - Consistent Record and one of the Best Student Recognition:  
**1-year Great Learning PGP-DSBA Program for Machine Learning, Data Science and Analytics from Word famous Institute.( [Data Science, Business Analytics Course \[Learn from UT Austin Faculty\]-Great Learning](#))**

## EDUCATION

- 
- Completed Master of Computer Application (MCA) from PES College Of Engineering , Mandya , Karnataka
  - Completed Bachelor of Science Physics Hons, A.N. College, Patna

## PROJECT DETAILS:

---

### Current Project: GE Portal Submission Project /TataElxsi

---

Technologies:	<b>Azure ,C#,React,PostGreSQL , Git, Azure Dev OPS/Jira, AI/ML , Generative AI Integration</b>
Role:	<b>Solution Architect/Technical Architect/Design Development</b>  Understanding client existing infrastructure, requirements and purposing solutions with selection of appropriate technology stack and cloud interaction.  Working closely with Presales team, providing all technical inputs and helping to SOW sign off as a Solution Architect.  Complete project Architecture / design.  Creation of POC to client presentation.  End to end design of the Project HLD, LLD.  AI/ML and Gen AI integration with project for Automated service support.  Creation of CI/CD pipeline  Performance tuning and its strategies set.  Selection of Team and training to Architect, Project Manager, TL/PL and development team.  Mentor, code review.
Descriptions:	<b>This is</b> a Portal development project for submission of contents for Multichoice General Entertainment.  Producers / Users can Register and upload their contents, videos which will go to multiple stages of Approval as per Multichoice hierarch of Approval.  Once Approved that Producer will be selected for their program.  After development of first stage 2 <sup>nd</sup> stage will integrated with AI/ML Gen AI support for service and support module.

---

### Project: T&M for Azure iPaaS migration Project / Persistent

---

Technologies:	<b>Azure ,C#,SAP,SalesForce,Sitecore,SQL Server , Git, Azure Dev OPS/Jira</b>
Role:	<b>Azure Architect/Solution Architect/Design Development</b>  Understanding Client existing Infrastructure, Requirements and proposing Solution, Developing Solution using Azure ,Angular and Visual Studio .Net, Writing Azure Functions, App Services Integrating and publishing it all in cloud. Configuring all configuration settings, Pushing and Managing Code in different environments, Doing and taking care all builds and deployments and Post deployments support.  Client and Team Interaction daily in Scrum calls, Task management in Jira, Project design Azure and Database, API, POC, Coding and code review, and Leading the Development team.
Descriptions:	<b>This is</b> T&M for Azure iPaaS migration project for our <b>Australia client for all Car and Motor cycle sales/Automobile domain.</b>  Existing application Front End is Sitecore /Angular, Business logic is in Azure (Azure

Functions)

Data is coming from SAP and Other data sources. Using Azure functions and other Azure service need to integrate with Salesforce.

## **Current Project: DMU Phase2.0 / Persistent**

---

Technologies: **Unqork,Node, SQL Server , Git, ,Azure ,Dev OPS.**

Role: **Technical Architect/Solution Architect/Design Development**

Understanding Client existing Infrastructure, Requirements and proposing Solution, Developing Solution, Configuring all configuration settings, Pushing and Managing Code in different environments, Doing and taking care all builds and deployments and Post deployments support.

Client Interaction daily in Scrum calls, Task management in Jira,

Project design: Frontend: Unqok Backend : Node .

Data Interaction from Database through API.

POC, Coding and code review, and Leading the Development team.

Descriptions: **Data Management Utility (DMU)**,This project is developed in Unqork using module / workflow and Azure for our client to help them in their business processes of Insurance for all data management in a glance.

It has dedicated dashboard and multiple models for Search and getting the customized result set.

### **General Contact Management:**

Search Contacts Result ,Table Edit Contacts ,Add New Contact

### **Manual Clearance Tool :**

Search Customers , Result Table,Clear Search,New company addition

Create submission for various products,Edit Submissions

### **Relationship Management Tool (Account Group Management):**

Search Account Group, Display Results, Create New Account Group

Modify existing account group, View account group details

### **Customer Info Screen**

Account Info, Account Policies, Account Contacts, Account Locations

Policy Info, Policy Contacts, Policy Locations, Policy Details Search

**Unqork** is a no-code platform empowers organizations to rapidly build and effectively maintain sophisticated digital solutions without writing a single line of code.

Lower costs and scale with confidence using a fully managed, secure-by-default platform as a service (**PaaS**). Unqork ExpressCloud comes out-of-the-box with security, flexibility, and scalability, so we can focus on the business features that matter.

## Project1: Microsoft 365 Apps /Visionet

---

Technologies: VS 2019 , Asp.Net 4.7.2 ,**C#**, JavaScript, JQuery, JSON, LINQ, **SQL Server** , TFS, **Microsoft Team (Microsoft 365 Apps),Microsoft VIVA,Azure Dev OPS, CRM,Power Apps**

Role: **Technical Architect/Solution Architect.**

Understanding Client existing Infrastructure, Requirements and proposing Solution, Client Interaction, Task management, involved in design, POC, Coding and code review, and Leading the Development team.

Descriptions: **Developing Microsoft 365 App and add to Microsoft Team**

This project is to develop Microsoft 365 App for our client having all graphs and may features and add this developed App to Microsoft Team.

## Project2: RRS / HCSC

---

Technologies: VS 2017 , Asp.Net 4.7.2 ,Sitecore,**C#**, JavaScript, JQuery, JSON, LINQ, **SQL Server** , TFS, Azure Dev OPS /Jeera,Log4Net.

Role: **Technical Architect/Solution Architect.**

Requirements gathering analysis, Client Interaction, Estimation, Task management, design, POC, Coding and code review, and Leading the Development team.

Descriptions: **Retail Renewal System (RRS)**

1. Retail Renewal System (RRS) is an application which creates renewal and/or discontinuance letter extracts for System80 members.
  2. The discontinuance letter informs the member their current policy is being discontinued and directs them to a website where they can shop for new coverage. The renewal letter informs the member their current policy will renew and provides their current premium rate and next year's estimated premium rate.
  3. Every year RRS Team receives Membership and Actuarial files from System80 team. The Membership file contains all active and lapsed members and those terminated with specific reason codes.
  4. The Actuarial file contains all active members along their current premium rate and estimated premium rate for next year.
  5. RRS Team places those files in FTP folders and imports the data and generates the extraction files to be sent to print vendor R.R. Donnelley (RRD).
  6. R.R. Donnelley will load the letter extract file and generate and mail the letters to the members.
-

### Project3: eASSeT / HCL

---

Technologies: VS 2017 , Asp.Net 4.7.2 ,**C#**, JavaScript, JQuery, Ajax, Entity Framework, LINQ, SQL Server  
Tortoise SVN, Bugs Tracker, Log4Net, Azure DEV OPS, Angular

Role: **Technical Architect/Solution Architect.**  
Requirements gathering analysis, Estimation, Task management, Design, Coding and code review, and Leading the Development team.

Descriptions: eASSeT- Is a **Transition Management Tool.**  
eASSeT-Tool is for managing transition activities starting from due diligence to transition completion. It has multiple modules interacting with each other.  
**Solution Generator** module of eASSeT will help User to create Transition solution document. It is used to provide content for Transition solution in word and Power point.  
All HCL users have privilege to use this module to create Transition Solution Document.

### Project4: Digital Applications / HCL (Cambridge, UK)

---

Technologies : **C#, Sitecore**, ASP.NET4.5, **WPF**, Web Service, SQL Server TFS, Service One  
Monitoring Tool : Nagios, Pingdom.

Role : Requirements gathering analysis, Involved in designing the solution and documenting all process. Worked in role of Tech Lead and BA (**Transition Management**).

Descriptions: My Client ,ARM is in business of Intellectual property.  
It designs the intellectual property of chip that is used by multiple clients like Intel etc. They are managing their business through multiple sites/applications like Arm.com, Developer.com .  
User can interact applications after Registering on their sites through Sign On.  
It has multiple applications for multiple purpose like for End User Interaction , Internal Technical Developers Interactions, Support team.  
Many Applications content are managed in CMS Sitecore.  
This is a Transition cum Enhancement Project Managed and lead by me since beginning till Live involved all stages of Transition: Planning, Absorption, Replication, Parallel Run and Go Live.

### Project5: Citi Chemistry New / HCL

---

Technologies : VS 2013, 2010 Sql Server 2012, ASP.NET4.5, **C#**, Web Service, WPF, SSRS, TFS, Log4Net

Role : Tech Lead: Requirement Gathering, Design, coding and Managing Team.

Descriptions: This project is related to the management and development of an application which validates the SWIFT message, proprietary messages & files. It repairs these messages & files if they are incorrect in format.

## **Project6: BCG eLearning Phase 1 Development / Sapient**

---

Technologies : ASP.NET, **C#**, Web Service(Saba Services)SQL SERVER 2008,Tortoise SVN

Role : Track Lead/Associate Architect

Descriptions: BCG world's leading advisor on business strategy. It also provides learning facilities to their clients. They have live, Virtual and different kinds of strategically courses.

BCG Portal maintains these all. We are responsible to build a portal that will integrate all the learning capabilities, courses across various 3rd party vendors to one place

It integrates the BCGs inbuilt learning courses and various 3rd party courses provided by SABA.

## **Project7 :Venus / Satyam Computer Services Limited, Tokyo Japan**

---

Technologies : **C#**, Visual Studio 2008, ASP.20, WCF, WPF, EL 3.1, SQL Server 2005 and Visual Team Foundation Server (VSTS).

Role : Designer and Senior Developer.

Descriptions: Venus is being developed for our popular Insurance Company Client, ING Japan. This is developed for their Financial Risk Management (FRM) department. Venus will retrieve data from their legacy (IBM Mainframe) via ETL process and display it in on Web Pages. It will also save ING FRM department daily transaction data and help them for their Analysis purpose. Venus also provides a more secure solution using a RDBMS, in contrast to the flat files which are currently used.

## **My Data Science Contribution:**

---

### **Project 1: ecommerce / DTH Company Customer Churn Analysis**

---

Technologies : **Python, Tableau, SQL**

Role : Data Scientist / Data Engineer



#### Descriptions:

An E Commerce /DTH Company is having multiple online store where they can sell their products to multiple Customers online.

Customers are of different cities, Gender, Marital Status and using multiple mode of transactions (Cash, card etc).

Company is facing a lot of competition in the current market and it has become a challenge to retain the existing customers in the current competitive market.

From Cost point of view, It is always advisable to retain old customer instead to creating new Customer.

Predicting Customer behavior can help company to identify Customer Segmentation, Who are loyal Customer.

#### Goal (Need of Solving this):

Company wants to develop a most reliable and practical predictive model that will identify the Customer churn and its prediction.

With the help of this Model Company will get the idea cause of Churn and Churn distribution among multiple cities, Genders, Marital Status.

It will help company to Segment Customer who are more loyal and consistent.

Post Segmentation Company can run multiple campaigns and offers to retain their customer that in turn will increase company strength and profit.

We did All EDA, Data Cleaning Process, Clustering, Outliers Treatment and Null Values Treatment and then created multiple Models and compare their values (Accuracy, **Precision, Recall, f1**) which model is based.

- DecisionTree
- Bagging
- AdaBoosting
- GradientBoost
- RandomForest
- kNN Model
- LogisticRegression Model
- Train Naive Bayes
- Linear Discriminant Analysis
- LogisticRegression
- SMOTE

After that forecast best result. Advised to Marketing and Customer services what are the possible steps take to retain the customer.

**Outcome:** After cost Analysis we find our solution can help company to retain at least **5000 Customers** from Different Cities and will **save Revenue of \$139M Assets**.