

# Soumyadeep Ghosh

**.NET Application Support & Maintenance**

[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

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## Professional Summary

Experienced .NET Application Support Engineer with 8.5+ years in L2/L3 production support, maintenance, and enhancements. Adept at troubleshooting, incident management, and team leadership. Strong expertise in SQL Server, .NET technologies, application monitoring, and release management. Excellent problem-solving abilities and communication skills.

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## Core Skills

- **Application Support & Maintenance:** 8.5+ years of experience in L2/L3 production support, including 24x5 rotating shifts.
  - **Incident & Defect Management:** Skilled in resolving P1-P5 tickets within SLAs using ServiceNow and JIRA.
  - **Database Management:** Strong experience with Microsoft SQL Server, T-SQL, and database development.
  - **Development & Code Quality:** Expertise in .NET (ASP.NET MVC/Web API, C#), AngularJS, Entity Framework, and PowerBuilder.
  - **Monitoring & Debugging:** Proficient in SolarWinds and Dynatrace for application monitoring and health checks.
  - **Team Leadership & Collaboration:** Task allocation, team reviews, and cross-functional coordination.
  - **Software Development Lifecycle (SDLC):** Strong understanding of Agile methodologies, change/release management.
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## **Professional Experience**

### **LTIMindtree, Kolkata — *Technical Lead***

*August 2022 – October 2023*

- Provided L2/L3 application support and maintenance for insurance applications in a 24x5 environment.
- Managed incidents, defects, and change requests using ServiceNow and JIRA.
- Led a team, assigned tasks, and coordinated with project managers for timely delivery.
- Conducted health checks and application monitoring using SolarWinds.

### **Cognizant Technology Solutions, Kolkata — *Associate***

*November 2021 – August 2022*

- Led migration of .NET services from Framework 1.0 to 4.8.
- Developed web applications for the travel and hospitality sector.
- Managed incident resolution and defect fixes within sprint timelines.
- Technologies: .NET Framework, SQL Server, Web API 2.0, Entity Framework.

### **Cognizant Technology Solutions, Kolkata — *Programmer Analyst***

*May 2017 – October 2021*

- Provided L2/L3 support and maintenance for insurance applications.
- Migrated and maintained platforms, ensuring stability and performance.
- Developed expertise in AngularJS, ASP.NET Web API, and ServiceNow ticketing.
- Technologies: .NET Framework, SQL Server, C#, ADO.NET, HTML5/CSS, TypeScript.

### **Cognizant Technology Solutions, Kolkata — *Programmer Analyst Trainee***

*March 2015 – April 2017*

- Provided L2/L3 production support in a 24x5 rotating shift environment.
  - Managed incident response and application monitoring.
  - Technologies: .NET Web API, SQL Server, AngularJS, ADO.NET.
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## Technical Skills

- **Languages:** C#, C++, JavaScript, TypeScript, PowerBuilder, HTML, CSS, jQuery.
  - **Frameworks & Tools:** .NET Core, ASP.NET MVC/Web API, AngularJS, Entity Framework.
  - **Databases:** Microsoft SQL Server (T-SQL).
  - **Version Control:** GitHub, TFS, SERENA.
  - **Monitoring Tools:** SolarWinds, Dynatrace.
  - **CI/CD & Deployment:** TeamCity, Octopus.
  - **Ticketing & Management:** ServiceNow, JIRA.
  - **Concepts:** OOPs, SOLID Principles, Design Patterns, REST APIs, Agile.
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## Education

### B.Tech in Information Technology

West Bengal University of Technology, Kolkata (2010 – 2014)

C.G.P.A: 7.33

### Higher Secondary (Class 12)

Sudhir Memorial Institute, Kolkata (2012)

Percentage: 69%

### Secondary (Class 10)

Aditya Academy Secondary, Kolkata (2008)

Percentage: 83.0%

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## Certifications & Achievements

- **LeetCode SQL 50 Badge** – Successfully completed 50 SQL problems on LeetCode, demonstrating strong SQL query proficiency.
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## Personal Projects

[Ecommerce App](#) – Built full stack ecommerce application with scalable code and abiding SOLID principles. Implemented proper error handling, validations(both client and server side), with Authentication (.NET Identity) Role Based Authorization using

- **FrontEnd** - Angular 20.1.4, TailWind V4
- **BackEnd** - .NET 9 Web API, EFCore
- **Database** – SQL Server and Redis
- **Payment Method** - Stripe
- **Design Pattern** – Repository Pattern, Specification Pattern (for sorting, filtering,etc)
- **Other Tools** – PostMan(api debugging)

[Online Code Editor](#) – Built Online Code Editor with firebase Authentication using

- **FrontEnd** – HTML/CSS, Javascript
- **Backend** – Python
- **External Libraries** – Monaco Editor

[Weatherforecast App](#) – Practice project to build a responsive weather forecast website using HTML/CSS and Javascript. Used an external weatherapi (RapidApi) to fetch weather data.