

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.

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%

Certifications & Achievements

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