**PALAK GAUTAM**

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#### PROFESSIONAL SYNOPSIS

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**A total of 9+ years of IT experience with 9+ experience in Software Development &Delivery which includes:**

* **Experience of working on a product development roadmap based on the software development life-cycle. Wherein working iteratively towards a better product in terms of enhancements and user experience, based on client feedback and team experience.**
* **9+ years of core-development experience in ASP.NET (.NET 2.0, 3.0,4.0), C#, .Net Web services and SQL server (2000, 2005, 2008, 2012)**
* **Hands on experience in setting-up/maintaining Web-servers (IIS 6.0, 7.0, 7.5) on Windows Server Platform (2000/2003/2008/2012).**
* **WCF,Jquery**

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#### PROFESSIONAL EXPERIENCE

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PORTECK INDIA INFOSERVICES PVT.LTD.**(September 2008 – Till Date)**

**Team Lead/Tech Lead (Technology), 2011 – Current**

Presently responsible for integration, development & implementation of projects on the .NET application platform.Working with cross functional teams of Managers, Analysts, Programmers & Back Office Operations to continuously analyze the need for changes & enhancements and meet program objectives.

**Key RESPONSIBILITIES:**

* Led a team of 5 people. Worked with multiple teams.
* Responsible to prepare POCS (proof of concepts) to check feasibility of the proposed solution.
* Handling client calls every week and discussing current site status and new change requests and make them mark as completed by team members
* Involved in analyzing programs including performance, diagnosis and troubleshooting and designing solution for issues.
* Responsible for implementing the Scrum model in project which resulted in a quick turnaround and flexibility in work and further helped achieve deadlines. Actively involved in Architecting, Analysis & Design, Coding, Testing, Debugging, and Implementation of Application Software.
* Handled migration of a complex legacy database for one of the core products, to a new database conforming to industry standards
* Responsible for deployment/releasing changes to production server
* Involved in designing and developing software applications(C#.net,sql server)
* Involved in analyzing and fixing issues raised by testing team.
* Successfully established B2B Integration with third parties for cross application communications using industry standards like EDI (X12), HL7, XML Web services etc.
* Writing and maintaining program code to meet system requirements, system designs and technical specifications in accordance with quality accredited standards
* Writing, updating and maintaining technical program, end user documentation and operational procedures

MANCHITRA SERVICES PVT LTD. **(November 2007 – September 2008)**

**Software Developer**

Worked as a software engineer catering to the Telecom domain. I was responsible in development, deployment, and R & D work.

**Key RESPONSIBILITIES:**

* Developing multi-tiered web applications catering to the “Telecom” domain using [ASP.NET](http://asp.net/),C#.net,NET Framework 2.0, XML & Web services
* Maintaining Web servers (IIS 5.0) on Windows 2000 Advanced / 2003 Ent.
* Application and Database Deployment (Oracle).
* Integrate the web services.
* Provide Training and post deployment support to the End-Users regarding software
* Responsible for writing Use cases based on the requirements document for various application
* Developed/Integrated Web Services with multiple 3rd party applications.
* Dealing on client site along with active participation during UAT.
* Testing, debugging, diagnosing and correcting errors and faults in an applications programming language within established testing protocols, guidelines and quality standards to ensure programs and applications perform to specification
* Writing and maintaining program code to meet system requirements, system designs and technical specifications in accordance with quality accredited standards
* Writing, updating and maintaining technical program, end user documentation and operational procedures

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INFINITYESEARCH PVT LTD. **(May 2006 – August 2007)**

**Software Developer**

Worked as anSEOAnalyst, I was responsible in designing sites, content, link building etc.

**Key RESPONSIBILITIES:**

* Website designing and content writing.
* Generated more traffic to the in-house websites including traffic and related factor reports.
* Handled both off page and on page optimization.
* Keywords analysis and keyword ranking reports creation.
* Managed one-way, reciprocal and three way links campaign.
* Identifying technology limitations and deficiencies in existing systems and associated processes, procedures and methods

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[**FOR PROJECT DETAILS – REFER TO ANNEXURE-1**](#Annexure1)

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**Professional Courses**

* Sun certification Core Java(2005)

**Educational Qualifications:**

* Completed MBA from Amity University,Noida
* Bachelors in Technology (**BTech**) from PTU (Completed in 2005)

**Personal Information:**

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| **Date of Birth** | 27th, February 1983 |  | **CorrespondanceAddress** | 373-C ShipraSuncity,Indirapuram,  Ghaziabad (U.P.) – 201014 |
| **Gender** | Female |
| **Nationality** | Indian |  |  |

**ANNEXURE-1**

**SUMMARY OF PROJECTS**

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**Projects Undertaken at Porteck India Infoservices Pvt. Ltd.:**

**ParcsTR - A complete revenue cycle management system for Providers/Hospitals**

*Synopsis*: Played a lead role in development/designing of a "revenue cycle management system" catering to US Healthcare clients with focus on business process optimization using various methodologies viz. process automation, process modeling.

Was actively involved in integrating the software to various 3rd party service/component providers for key features like on-demand eligibility checking, EDI (X12) integration for claim pre-adjudication, claim scrubbing and remittance information retrieval.

*My Role:***Team Lead**

*My Responsibilities*:

- Preparing SRS and Use cases

- Development and coding

- Communicate with QA team to ensure application quality.

- Design integration architectures for all integration points.

*No of Persons:* 20

*Technologies Used:***C#, ASP.NET, .Net Framework 4.0SQL Server 2008, IIS 7.5, Windows Server 2008 R2, Web Services**

**MDInsuranceAuth–Insurance Authorization/Precertification**

*Synopsis*: MDInsAuth was developed as a much needed service for insurance authorization requests. This is a web based service that allows Doctors to sign up online and submit patients’ Eligibility and Authorization requests for all insurance carriers and track the status of the same. The latest version of the web application provides seamless integration to EMR Systems and other 3rd party application via **Web Services and HL7** interface where hospital/doctors’ office based EMR systems can directly submit Eligibility & Authorization requests to the MDAuth website.  
*My Role:***Team Lead**

*My Responsibilities*:

- Preparing SRS and Use cases

- Project Estimation and Generation of detailed Project Plan

- Task and Resource allocation.

- Supervise creation of HLD/LLD documents

- Project Monitoring & Tracking

- Weekly meetings with Dev, QA teams

- Weekly project updates to all stakeholders to manage expectations

- Supervise QA team to ensure application quality.

*No of Persons:***8**

*Technologies Used:***C#, ASP.NET, .Net v4.0, Web Services, SQL Server 2008 R2, IIS 7.5, Windows Server 2008 R2**

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PTrans – A complete Medical Transcription Workflow Automation Solution**

*Synopsis*: The product is targeted towards the growing needs of the Medical Transcription industry.  
The product consists of three modules ***Doctor (Windows based), Admin&Transcriptionist (web based)***. The doctor client integrates with Philips SpeechMike device for recording & playback control. The dictations are stored in a highly compressed format using the DSP TruSpeech codec. The dictations are then transferred to a central repository where the Web Application tracks the entire lifecycle. The Application also interfaces with the RIS applications and PACS system via HL7 interface to obtain patient information.  
*My Role:***Developer**

*My Responsibilities*:

- Use case generation  
- Development and designing

- Project Planning / Task and Resource allocation.

- Overseeing timely completion of modules.

*No of Persons:* 6

*Technologies Used:***C#, ASP.NET, Win-Forms , .Net (2.0), Web Services, Philips SpeechMike SDK, SQL Server 2005, IIS 6.0, HL7 messaging, Mirth Connect**

**Projects Undertaken at Manchitra Pvt. Ltd.**

**WFMS – A Workforce Management System**

*Synopsis*: **WFDMS:** WFDMS stands for Work Force of Field and Dispatch Management System.

**WFDMS** helps the organizations to manage their field staff in a more efficient manner and deliver real time information to them. WFDMS provides for efficient management of field force personnel by better task allocation, roster management, automated dispatch and scheduling, and real time information availability through hand-held devices. The complete workflow is automated to get better efficiencies and increased quality of service.

This product is developed to automate the Field force with the help of powered and Optimized scheduling on the basis of their work allocation locations.

Application have the following core parts

1. Website for Supervisors and Admin Users
2. PDA Application for Field Force Engineers
3. Integration Web Service
4. SMSC application
5. Database on RAC
6. Task Daemon

*My Role:***Software Developer**

*My Responsibilities*:

- Use case generation  
- Coding and development

-Deployment of Website and WebService at release time

- Guiding Users in UAT at Client Site

*No of Persons:* 15

*Technologies Used:***C#, ASP.NET, Win-Forms , .Net (2.0), Web Services, Oracle 10g, IIS 6.0**

**Click Integration – WebService**

*Synopsis*: Click Integration is integration Web Service to handle the requests from CRM and send the responses back with responses. The main functionality is to get appointment slots, and book and appointment by calling the webmethods of the service.  
*My Role:***Software Developer**

*My Responsibilities*:

- Use case generation  
- Coding and development

-Deployment of WebService at release time

*-*Built theTesting tool for QA to test Web service responses

*No of Persons:* 3

*Technologies Used:***C#, ASP.NET,.Net (2.0), Web Services,Oracle 10g**

**Task Monitor Update Reader**

*Synopsis*: TaskUpdateMonitorReader is an Executable Application which will read all update request messages present in WFDMS Database, process them and sends one bye one to External System through SendRequest method of Integration Layer(Web Service). At the end of process all successfully sent messages will be removed from Message pool and unsuccessful messages will be logged to RETRYTASKUPDATEQUEMESSAGES Table with MSGID, RETRYCOUNT (Send Attempts), DELETEDFROMQUEUE (0/1).  
*My Role:***Software Developer**

*My Responsibilities*:

- Use case generation  
- Coding and development

-Deployment of exe

*No of Persons:*1

*Technologies Used:***C#, ASP.NET,.Net (2.0), Web Services,Oracle 10g**