**Experience Summary**

* Job : Technical Associate
* Total Experience : 12+ Years
* **Achievements / Awards / Recognitions**
* Got **COOKIES** Award for the contribution towards the project
* Got **Blue Ribbon** Award for the contribution towards the project

**Whitepapers / Articles / Blogs**

* GUI(S) : Visual Basic 6/9, C#
* LANGUAGE :Visual FoxPro6/9
* DATABASE(S) :Visual FoxPro6/9
* RDBMS :Sql Server 2000/2005
* OS :Windows XP/Windows7

**Certifications / Trainings**

* Certification course from Boston’s Institute. Software Diploma in Information and System Management (D.I.S.M.), form Boston’s Computer Institute, Thane, 1998-1999.

# Work Experience Summary

|  |  |  |
| --- | --- | --- |
| **Duration** | **Organization** | **Designation** |
| May 2010 - Jan 2016 | Tech Mahindra Ltd. | Technical Associate |
| 16 May 2005 – May 2010 | Udyog Software (I) Ltd. | Technical Support - Developer |
| April-2004 – April 2005 | Jayesh Infotech | Programmer |
| Aug 2002 - March 2004 | New English School, Thane | Trainee programmer. |

**Skill Set / Competency**

|  |  |
| --- | --- |
| **Skill Set** | **Experience Level** |
| SQL | 4 |
| Dot Net | 2 |
| Visual Foxpro | 5 |

* **1** connotes experience ranging between **one month** to **three months**
* **2** connotes experience ranging between **three** to **six months**
* **3** connotes experience ranging to **six months** to **two years**
* **4** connotes experience ranging to **two years** to **four years**
* **5** connotes experience ranging to **four years** and **higher**

# Project Experience Summary

1. Tech Mahindra Ltd.
2. Project - VHA- Vodafone Hutchison Australia Pty Limited (April 2015- Jan 2016)

Role :- Tester

Responsibilities :

* Performed UAT (User Acceptance Testing ) based on the test cases.

1. Viper/Brite (BT Project) (May 2010- March 2015)

VIPER / BRITE (desktop application) is a compendium of several applications tool which aims to automate all possible operations necessary to preprocess data to be finally displayed on an Invoice/Itemized bill:

Environment :SQL server 2005, Visual FoxPro 6/9, Amdocs Bridge Clarify, XFB, C#

**Role :**Technical Associate

**Responsibilities:**

* Collecting data information from all types of sources (switches and database)
* Tracking defects across application.
* Processing binary and exotic format data (like AMA FILES) to billable information
* Managing calls recognition, split and rating, Handling discounts
* Providing reporting, like the number of open defects grouped by various criteria such as open defects by project, severity, and priority.
* Sending results to Invoicing systems and Reporting errors and statistics.
* Monitor and troubleshoot Application Processes and System Resources to ensure compliance with Key System Performance Indicators
* Identifying and fixing product error
* Providing support on escalated technical inquiries
* Diagnosing reported problems and recommend appropriate solutions
* Creation, modification and testing of complex SQL queries, stored procedures, and views
* Developed, tested, and documented procedures accomplishing customer needs

**VIPER (Mediation Engine**)

VIPER makes it possible for end user to handle sold services and products and gives them a way to rapidly configure the new products to market and finally invoice the customers. The VIPER (mediation engine) involves the components like Collector, Decoder, Integrator, Pricer, Extractor

**BRITE** (**Invoicing and Reporting Engine**)

The BRITE is a billing engine which collects the data from VIPER and generate the reports.It generates final invoices to be sent to customer.

**Responsibilities:**

* L2 and L3 level Technical Support to Customers
* Ensure Code Review Guidelines, Unit Testing Guidelines set to facilitate code Quality.
* Troubleshooting Issues to ensure faster Resolutions
* Create Unit Test Plans. Conducts Peer Reviews for Unit Test Plans.
* Follows necessary Code Review and Unit Testing Guidelines set to enable high code Quality.
* Active involvement is Designs and suggests constant improvements to proposed changes.
* Ensures root-cause analysis is done for bugs detected and fixed.
* Analysis of various Requests.
* Monitoring Production server (Which is located in France) as a part of daily activity.

1. Udyog Software (I) Ltd., Ghatkoper Mumbai (May-2005 –May 2010)

This is one of the leading Company which develops Excise Software and providing ERP solution to Manufacturer and Trader.

1. **Project** : Accounting Software

**Period** : 17 Months

**Client** : Jindal Photo Ltd. (Hydrabad)

**Environment** : Visual Foxpro 6.0

**Modules** : Accounting & Inventory

**Role & Responsibility:**

As a Technical support, looks the issues relates to Account & Inventory. Also was involved in Database design. Creating Reports and Forms as per the need of customer.

1. **Project** : Export Documentation

**Period** : 20 Months

**Client** : Kalpataru Transmission Pvt. Ltd

**Environment** : Visual Foxpro 6.0

**Modules** : Export

**Role & Responsibility:**

As a Technical Support, played major role to Design Database, UI Design, coding and testing.

* The Software covered all the export documentation like Dispatch Note, Packing List, Sales Invoice and other export documentation required to be submitted to customs department.
* Minor Enhancement of Dispatch Note, Packing Master.
* Generated & designed reports as per customer requirement.

1. **Project** : Jeena Logistic Export System

**Period** : 18 Months

**Client** : Sage Metals Pvt. Ltd

**Environment** : Visual FoxPro 6.0

**Modules** : Export

**Role & Responsibility:**

* Designing & Coding.
* Preparing Various Reports as per Client Requirements
* Providing Customer support.

1. **JayeshInfotech, Mumbai (April-2004 - April-2005)**
2. **Project** : Tours & Travels.

**Period** : 8 Months

**Client** : Stop & Shop Tours and Travels

**Environment** : Visual FoxPro 6.0

**Modules** : Finance

**Role & Responsibility:**

As a Trainee Programmer played major role to Design Database, Design Application

* + Responsible for designing of data model.
  + Involved in Design Application, Design UI.

1. **Project** : Garment Software.

**Period** : 4 Months

**Client** : Heena Fabrics

**Environment** : Visual FoxPro. 6.0

**Modules** : Inventory

**Role & Responsibility:**

As a Programmer I had played major role to Design Database, Application flow, UI Design and coding.

From the early 2002-2004, I worked as a trainee programmer for “New English high school” I was involved in in-house development of developing software Suit for Managing Schools data" it was complete Management software for Schools. All development was done in visual FoxPro.

As a Trainee Programmer I was involved in the following key roles

* + Student Management (ID card generation).
  + Staff Register.
  + Fee Collection.
  + Marks Card generation.
  + Library Management System.

# Qualification

* Bachelor of Commerce from Mumbai University

# Personal Profile

Present Address: Om GhruneshwarAprt, R/m No. 204,

Next to Sagar Park society, Shani Nagar, Badlapur- (W)

Phone: (M) 8378967168

Date of Birth: 11/03/1975

Nationality: Indian

Martial Status: Married