PAWAN GUPTA

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Career Overview

* Principal Application Engineer with 10 plus years of experience having worked with **Oracle, Sapient** and **Symphony Services**
* Very good programming experience in **C++, Multithreading, STL and Data Structures**
* **Experience in creating and designing plug-ins and components for product**
* Experience with **Agile process** and Software Development Life Cycle (SDLC).
* Adept in **application development and design**
* Excels at **application development**, including coordinating ground-up planning, **programming and implementation for core modules**, which creates a business impact in terms of delivery and time to release
* Proven experience in adding value with process development and mapping them to engineering releases
* Posses excellent troubleshooting skills
* Capability and Zeal to work in Program / Product Management
* Excellent team player with leadership, problem solving and management skills

Accomplishments

* Solely designed & implemented SMS Plug-in for the product
* Did Messaging Optimization, which resulted into reduced network traffic
* Got customer appreciation for solving critical issues in Product
* Have been rated best employee in team in a row from past 4 years

Technical Skills

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| Languages | C, C++, Java, JavaScript, HTML5, JQuery |
| Operating Systems | Windows, Linux, Unix |
| RDBMS | Oracle, MySQL, SQL Server, learning Mongo DB |
| Tools | Visual Studio, Sublime Text, HelpNDoc, SnagIT |
| Code Repositories | SVN, Perforce, Clearcase |
| Frameworks | Learning NodeJS, Backbone.js, Angular.js etc. |

Career Profile

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| Oracle India Pvt. Ltd. | January 2007 – Till Date |
| Symphony Services | September 2005 – August 2006 |
| Sapient Corporation | Jan 2004 – August 2005 |

Work Experience

Oracle India Pvt. Ltd.

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| Product | **Contact Center Anywhere** |
| Overview | Contact Center Anywhere is a highly scalable, multichannel contact center solution that enables organizations to communicate more effectively with their customers. This includes queuing and routing of traditional phone calls in addition to email, chat, sms and web callback requests. It also provides blended[Predictive Dialer](http://www.promero.com/predictive_dialer.asp) and preview dialing, IVR and call recording for a completely unified [inbound and outbound](http://www.promero.com/voip_solution.asp) |
| Operating Systems | Windows, Linux, Unix, Sun Solaris |
| Languages & Tools | C++, Java, HTML, JavaScript, Oracle, MS-SQL Server, SVN |
| Duration | Around 8 Years |
| Roles and  Responsibilities | * Complete Ownership of most of the server side component (written in C++) e.g. Interaction Manager, ACD (Automatic Call Distributor), Host Manager, Email Server etc * Responsible for designing and implementing new features and enhancements in the product related to server side * Solely designed and implemented SMS integration for the product from scratch. This integration is implemented using C++ and Java * Rewrote Email component with support of IMAP feature, and, it was designed in such a way, that, it could be used as a plug-in to other products as well. Also, this feature supports secured email as well * Implemented Messaging Optimization in the product, which reduced the overall network traffic and resulted into faster performance of Interactions * Integration of CCA with Siebel in form of Siebel Agent Tool Bar. * Fixed memory leaks in server side components * Created a build process, which overall reduced the build time, also, now it is possible to build all server side bins with a single command * Primary contact for customer escalations. * Making sure of quick turnaround time for high priority escalations * Rewrote HostManager component in Java from C++ * Reviewing of MRD created by PM and providing inputs for new features * Involvement in end to end (planning - release) of the product development cycle with product management team. This involves deciding upon features/ enhancements/ bugs to go in a particular sprint. * Responsible for providing technical training and product training to new entrants in team. * Direct involvement with Customer(s) at times for critical bugs * As Project Lead responsible for assigning different tasks and bugs to team member and making sure of timely delivery of those * Travelled to attain product specifications from the product team in San Diego * Product demo and presentation to other integrated product teams |

Symphony Services, Bangalore

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| Project/ Product | **Public Sector (it was a vertical in Siebel Systems)** |
| Client | **Siebel Systems ( Oracle )** |
| Overview | Siebel Public Sector is an integrated suite of Web-based applications designed for use by administrators and end users associated with municipal governments, social services, tax and revenue management, public health, immigration and investigative agencies |
| Operating Systems | Windows NT, Windows X |
| Languages & Tools | C++, Oracle, Siebel Tools, ClearCase |
| Roles and  Responsibilities | * Was involved in client interaction for understanding the requirement specifications * Worked on the enhancement of the existing product which includes creation of new modules, modifications of the existing modules * Designed the user Interface screens using the Siebel tools and the existing GUI components and thereafter coding the functionality of these screens using C++ * Major concentration was on modules like Incidents, Cases, Evidence and Contacts * Bug Fixing and Data correction as and when required |

Sapient Corporation

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| Project/ Product | **Global Business System** |
| Client | **Citadel Investment Group (Chicago, USA)** |
| Overview | Citadel is a global multi strategy hedge fund and asset manager based in [Chicago, Illinois](http://en.wikipedia.org/wiki/Chicago,_Illinois). The firm deploys capital across multiple asset classes and strategies. Citadel's main activities also include [equity](http://en.wikipedia.org/wiki/Stock) and [options](http://en.wikipedia.org/wiki/Option_(finance)) market-making. Citadel is among the largest firms to practice [order flow internalization](http://en.wikipedia.org/wiki/Internalization#Finance), which accounts for a significant amount of its revenue |
| Operating Systems | Windows NT, Windows X, Linux |
| Languages & Tools | C++, MySQL |
| Roles and  Responsibilities | * Escorted a team of senior developers at the client site, in order to get the detailed specifications of the project and to understand the framework specified by the client * Worked on the G4 Transactions and Positions Module of the project and coded the functionalities in the different methods associated with the different classes of the module * Assisted in and managed Service Levels, as set in the agreements between offshore deliveries and the customer |

Qualifications

* M.C.A from DOEACC (2001-2004)
* M.Com from Rajasthan University (1999-2001)
* C-DAC from ACTS, Pune (2001)