TRIDHYA TECH

Dhruti Desai

Technical Lead / Project Manager

Experience Summary

- Analytical and organized technical Leader with **15+ years of extensive hands-on experience** in Software Development, Implementation, Project planning, execution and delivery, Requirement Analysis, Architecture setup, Design, Effective problem solving, Client communication, Troubleshooting, and testing.
- Proficient in developing web APIs and applications using .NET technologies.
- Skilled in integrating third-party APIs.
- Skilled in SQL DB queries, optimization and integration.
- Experienced in working with various project management tools and version control systems.
- Constantly working towards process improvement and customizing the processes based on client needs.
- Completed Certification for Professional Scrum Master (PSM1) in March 2023.
- Completed APIGEE training for managing APIs in June 2022.

Technical Skills

- **Languages:** C#, VB.Net, JavaScript, HTML/CSS, jQuery, LINQ, XAML
- **Frameworks:** .NET Core, .NET MVC, ASP.NET Web API, Entity Framework, Windows Desktop Applications, Silverlight, WCF/Web Services, Windows Services
- **Architecture & Patterns:** Microservices Architecture, Clean Architecture, Domain-Driven Design (DDD), Repository Pattern, Event-Driven Architecture
- **Tools:** Visual Studio 2022, Azure DevOps, Jira, Azure Blob, Hangfire
- **Database:** Microsoft SQL Server
- **Version Control:** Git, TFS, Bitbucket, SVN
- **Other:** REST API, Swagger, Repository Pattern, Telerik Reporting, Pubnub/FCM/SignalR, Log4net/Elmah/Serilog, Elastic Search, ADO.Net, Dapper, Authentication/Authorization using Azure AD/EntraID, OSO Authorization

Recent Projects

Project 1: Talent management (USA-based)

- **Description:** Talent-focused way to manage IT Outsourcing for reduced costs and improved outcomes. Enterprise IT departments that employ 100 or more contractors will find it to be the perfect partner for improving contractor talent management.

- **Key Features:**

  - Manage Teams
  - SOW and rate cards
  - Historical Data
  - Assessments
  - Admin user and feature management

- **Technologies Used:**

  - .NET Core 6.0 C#
  - Repository Pattern
  - Entity Framework (Code First)
  - Postgres SQL
  - Azure Blob
  - Azure DevOps (Repo, Pipeline, Deployment - CI/CD)
  - Azure SQL

- **Role:**

  - Technical Lead and .Net Backend Developer

- **Responsibilities:**

  - Requirement gathering and daily scrum meetings
  - Implementing the multi-tenant system
  - Developing REST APIs using Swagger
  - Managing sprints via Azure
  - Code Review, technical debt improvements
  - Documentation
  - Application Performance improvements
  - Manual Testing
  - Quality Check using Cypress tests

Project 2: Resource Management System (Ports and Logistics) (Dubai-based)

- **Description:** The Management System streamlines operations with modules for scheduling shifts, managing equipment, assigning staff, and tracking timesheets.
- **Key Features:**
  - Resource Planning
  - Schedule
  - Shift Assignment
  - Project and Task Assignment

- o Timesheet and Attendance
- o Payroll
- o Notification via Email
- **Technologies Used:**
  - o Micro Services Architecture (Email Service)
  - o Repository Pattern
  - o .Net Core
  - o React as front-end
  - o Entity Framework
  - o Thir-party integration
  - o Background Jobs

Project 3: Notification Gateway (UAE and Saudi Arabia-based)

- **Description:** The project, is an internal system for handling the processing/sending of all types of notifications (SMS, Emails, Mobile Push Notifications) needed by Other Systems. The project aims to have a new notification system that is distributed, reliable, resilient, scalable, maintainable, and controllable by utilizing centralized management for notification settings, templates, and monitoring.

- **Key Features:**

  - o Sending priority emails
  - o Sending emails in bulk
  - o Managing Email Queue
  - o Handling failures and retries

- **Technologies Used:**

  - o .NET Core 6.0 C#
  - o Repository Pattern
  - o SQL Server 2022
  - o Azure Blob
  - o IIS
  - o Hangfire
  - o NuGet Packages

- **Role:**

  - o Solution Architect
  - o Technical Project Manager
  - o Scrum Master

- o Shadow Product Owner

- **Responsibilities:**

  - o Defining HLD (High-Level Design) for Email Service
  - o Implementing Microservices Architecture
  - o Implementing Email Service using Repository Pattern
  - o Send emails using office365 and SMTP
  - o Hangfire job for sending emails from background job as per priority and queue
  - o Prepare Documentation and integration with web applications
  - o Testing and deploying to DEV and QA

Project 4: WhatsApp API for Accident Registration (Saudi Arabia-based)

- **Description:** WhatsApp API is getting called from the WhatsApp platform to perform actions for Accident Registration. Upon accident, people shall be able to register an accident using the WhatsApp application to receive the service for case inspection and claim.

- **Key Features:**

  - o Accident Registration
  - o Post Accident Queries
  - o WhatsApp Bot integration
  - o QR Code scanning

- **Technologies Used:**

  - o .NET Core 6.0 C#
  - o Repository Pattern
  - o Entity Framework
  - o SQL Server

- **Role:**

  - o Technical Lead and .Net Backend Developer

- **Responsibilities:**

  - o Developing REST APIs using Swagger
  - o Support Bot integration
  - o Requirement gathering
  - o Project planning and execution

- o Code Review
- o API Documentation
- o Manual Testing
- o Deployment

Project 5: Accident and Claim Solution

- **Description:** Multiple applications developed to provide a group of services including reporting an accident, accident live tracking and surveyor assignment, accident review, damage assessment, insurance claims, etc.
- **Key Features:**
  - o Report an Accident
  - o Live Accident tracking and support
  - o Surveyor Assignment to Accident
  - o Insurance Claims
  - o Damage Assessment
  - o Many more
- **Role:**
  - o Developer to Technical Project Manager
- **Responsibilities:**
  - o Development
  - o Migration from legacy technology to new technologies
  - o Defining best practices
  - o Defining Branching Strategies
  - o SQL Optimization
  - o Project planning and delivery
  - o Quality Assurance
  - o Team (Resource) Management