Viral Patel

Brampton, ON, Canada | eviralpatel@yahoo.ca | 905 781 9951

Profile

Microsoft certified and results oriented senior software developer having a proven history of over fifteen years delivering successful complex SaaS solutions and enterprise web portal solutions including mobile websites and mobile apps.

Technical Skills Summary

- Over fifteen years of experience in web application and SaaS solutions requirements specification, design, development, deployment and change management.
- Hands-on experience on .Net platforms technologies using Azure Data Factory, Function App, Logic Apps, Pipeline, Integrated Runtime, Linked Service, Azure SQL Server, Azure Data Lake, DevOps Pipeline & Release, GitHub Enterprise CI/CD, ASP .Net Core, ASP .Net MVC, Classic ASP, C# .Net, VB .Net, ADO .Net, React JS, React Native, Expo, HTML 5, bootstrap, CSS, responsive design, mobile websites, jQuery, Java Script, VB Script.
- Extensive experience in migrating application from Classic ASP to ASP .Net, integrating third party payment gateway provider and enabling online credit card payment on PCI DSS compliant customer service website to top up the account & sell gift cards online.
- Experience coordinating with QA team, technical writer and management team in order to meet project deadlines.
- Proven analysis, research and problem-solving skills to identify, evaluate and resolve problems.
- Innovative and creative team player with interpersonal, conflict resolution, negotiation and client relationship development skills.
- Excellent customer service, communications, consultation, negotiation and relationship management skills with professional appearance and manner.
- Hands-on experience dealing with clients like Bank of Canada, CIBC, TD and York Region.
- Experience mentoring junior developers and working with offshore team in Greece and India.

Leadership Skills

- Translating business requirements into technical design.
- Effectively scooping and estimating project milestones and deliverables to meet on time, in budget solutions.
- Provide vision and directions to the overall technical enterprise solution(s).
- Provide technical leadership, mentoring, and guidance on multiple client projects simultaneously and manage multiple activities in a dynamic environment.
- Ability to think outside the box and envision business requirements, technical enhancement, infrastructure and design changes to support the client/product for future growth.

Work History

Senior Consultant, Metrolinx (GO Transit), Toronto, ON - Oct 2017 – Present

I used Azure Data Factory, Function App, Logic App, Pipeline, Integrated Runtime, Linked Service, Azure SQL Server on CDH project. I worked in an agile team with cutting edge technologies like GitHub CICD, Rabbit MQ, Mongo DB, Redis cache, ASP .NET Core.

Central Data Hub (CDH)

CDH was built to create a data hub having Rail, Bus and UP express schedule data including delay and dispatch measure information. The downstream systems like On The Go (OTG) alerts, Public Announcement (PA), etc. would use the CDH. I used Azure resources like Data Factory, Linked Service, Function App, React JS for this project.

On the Go Alerts (OTG)

OTG was built so the Metrolinx users can subscribe to Train & Bus alerts. I was part of backend team. I used Logic App to consume the events from CDH and push data to SalesForce that send notification to end users.

Customer WiFi

I worked on agile team to improve data quality of customer Wi-Fi data so downstream Cloudera team can generate reliable reports. I did RabbitMQ improvements, implemented API call retries, DB write failure retries. I created DevOps Pipelines & Releases to deploy website and web API to different environments.

Trip Management System (TMS)
I worked with the agile team to implement TMS for USBT Bus station. I worked on the backend consuming Siri Estimated Time (ET) and Vehicle Monitoring (VM) packages to update schedule information like departure time. I successfully integrated and tested end-to-end solution with third party vendor called IDOX.

Schedule Manager (SM)
I worked on SM to improve the process of Uploading Hastus data, CAD/AVL Bus export by adding data validation, user friendly error messages.

Admin Manager (AM)
As a part of CCMS changes, I worked on AM to add some Configuration and Rules for S4 channel. User can set this Configuration in AM so the CCMS user will be able to see different options on the base of this configuration. Same way the user can set this Rules in AM so the CCMS user will be able to take certain action on the base of this rules and displayed the error message as configured in AM if user select wrong combination of selection on CCMS GUI.

Trip Manager v3 (TM3)
I worked with the agile team to do performance fine tuning of the TM3 to reduce the initial page load time. I reduced the SQL query time from 22 seconds to under 2 seconds.

Trip Manager v4 (TM4)
TM4 was built to add new features to older version of Trip Manager. It used latest technologies like Rabbit MQ, Mongo DB, Redis cache, ASP .NET Core 2.0, React/Redux. We used Serilog's Rolling File Sink and Global Exception Handling for error logging. TM4 is used by the Metrolinx team in the control room to see Trip, Engine, Consist, Station, Yard information. The team member can take different measures (cancel trip, restore stop, create equipment move, etc.) and also create/edit Events in the system. We used "Command and Query Responsibility Segregation" (CQRS) and "Domain Driven Design" (DDD) pattern to build microservices. SignalR was used to send notification to all connected clients. I was responsible building and maintaining a microservice that consume Rabbit message and update the legacy system. Once the update is complete, the microservice send the event that can be consumed by downstream microservices. It also sends the notification that can be consumed by the frontend web application – that can notify all connected clients.

Senior Consultant, Allianz Global Assistance, Kitchener, ON - Jun 2015 – Oct 2017
I worked as a senior consultant on contract at Allianz Global Assistance – an insurance company.

PPO Network Optimization
This was an internal project to build a tool that help Allianz figure out the best Network on the base of weighted average of historical claim reprice data. I was responsible for creating database schema, rule engine & integration with legacy insurance system. This tool has a front-end web application to manage Provider & Network profiles, Client participations and worklists. The back end is there to run nightly job, weighted average discount calculations and integration with legacy insurance system that does actual repricing. I used Git, ASP .Net Core 1.1, MS Visual Studio 2017 and MS SQL Server.

Claims Portal (https://portal.allianz-assistance.ca/)
Claims Portal web application was built so that an insured can go online and file/submit a claim. I was responsible for creating backend including a staging database, web API for database communication and console application for legacy insurance system integration. This web application uses wizard process where an insured enters claim details on each step of wizard. At the end the web application generates a case number and send out email notification to claimant. Claimant can use this case number to check the status (Paid/Partially Paid/Rejected) of claim.

Bank of Montreal (BMO) Travel Insurance web application
I was responsible for creating front end & back end of Bank of Montreal (BMO) Travel Insurance web application (https://sales.allianz-assistance.ca/BMOInsurance). This application is used specifically by non-BMO customers to buy different travel insurance products. BMO supplied us a theme they wanted to use on website

and my responsibility to translate it in a web page. I was also responsible to use existing insurance API to create back end for this web application. I used ASP .NET MVC 3, C#, API, jQuery, bootstrap to build this web application. I coordinated with business analyst, project manager, in house QA team and BMO UAT team to meet project deadlines. We used TFS to log our work items for weekly sprint and track bugs.

OSFI Load Sanction process
I worked on OSFI Load Sanction process that runs as windows service. This process loads sanctions into backend system on daily basis. I improved the process to complete loading 3.6M sanctions from 24 hours to 45 minutes.

Senior Software Developer, CGI Group, Markham, ON - Mar 2012 – Jun 2015
As a part of small & efficient team, I work on recruitment management & application tracking system called Njoyn (www.njoyn.com). I contribute as a strong member of the project team with a direct influence on clients, project managers, DBA, development team, and support team throughout the project lifecycle. I diagnosed and resolved several bottlenecks in Semantic Search/Match module to achieve 200% gain in performance using multi-threading. I have hands on experience working with clients like Bank of Canada, Canada Post and York Region providing highly professional IT solutions. I also successfully mentored and guided junior developers to follow IT best practice.

Convert legacy system
As a senior software developer, I am responsible to convert legacy Njoyn system built in classic ASP into HTML5 & multi-device compliant web application. My duties include selection of technology to be used, defining logical processes, database design/modeling, developing web application, designing network architecture, etc.

I designed and developed a Proof of Concept (PoC) using ASP .NET MVC, Entity Framework, LINQ, WCF data services, NUnit, JSON and jQuery. As a part of PoC, I designed and developed Njoyn 2.0 database, entity relationship diagram and information flow diagrams. I created ASP .Net MVC web applications for candidate website and recruiter website, .Net windows services to work as a nightly agent and web services using ASP .Net API 2 to communicate Njoyn 2.0 with third party systems. I also designed network diagram and created server specification on the base of existing servers and internet traffic data from Google Analytics.

Candidate mobile website
I am responsible to manage and maintain the candidate mobile website. I created presentation layer with responsive design and integrated it seamlessly with legacy system. We also added "bookmark this job" functionality so that a candidate having partial/mobile profile can bookmark a job and review/apply later. I updated this website to be WCAG 2.0 (Level AA) compatible.

Resume Parsing, Outlook Scheduling
I designed and coded resume parsing module that is used in the system to parse uploaded resumes and pre-populate profile fields. I also designed and coded Outlook scheduling module that is used to schedule candidate interviews and to see Free/Busy status of hiring managers/recruiters. As it is universally accepted, I used iCal format to send meeting invites.

Import LinkedIn profile, Kira video interview
I integrated import LinkedIn profile feature in legacy system using LinkedIn API. Using this feature a candidate can pre-populate the Njoyn profile from LinkedIn. I also integrate video interviewing feature into Njoyn using Kira talent's API. Using this feature a recruiter can setup video interview with candidate. Candidate can record their interview response in Kira talent system and recruiter can be notified once candidate complete recording video response. Recruiter can login into Njoyn and can watch candidate's video response.

Senior Web Developer, IBI Group, Toronto, ON - Oct 2007 – Mar 2012
As a senior web developer I implemented forms authentication with HTTPS for security, set up HTTPS web services with authentication credentials in SOAP header, integrated web crystal reports, created stock images using Fireworks CS4, simulated production environment on our virtual test servers, organized traditional usability testing, enabled multilingual online web help, incorporated ongoing client review/feedback, coordinated with project manager, technical writer & QA team to meet project deadline, communicated/coordinated with existing domain registrar and negotiated web hosting rates for our clients. I efficiently worked on following projects.

Toll System Monitoring – IBI Group (Internal)

Designed and implemented toll system monitoring central system. System monitoring information is pushed from toll systems deployed all over the globe (Canada, Dublin, Greece, and India) through ASP .NET web services and stored in MS SQL Server database. Silverlight web application with LDAP authentication is developed to analyze & view this information through WCF web services. Pivot viewer control is used to visualize data. jQuery and JSON are used to retrieve data asynchronously.

StraitPASS – Confederation Bridge (www.StraitPass.com) – PEI, Canada

Efficiently planned, designed and deployed multilingual (English & French) toll customer service website built in ASP 3.5 & MS SQL Server 2008. My responsibilities include implementing 3-tier architecture using data access through web service, adding more customer service functions, implementing new theme & a user-friendly GUI. I implemented "Buy Gift Card online" feature using online credit card transaction through Moneris payment gateway. A gift card PDF (with barcode) is generated online and displayed in the client browser as well emailed to the buyer as an attachment.

Cobequid Pass – Highway 104 (www.CobequidPass.com) – Nova Scotia, Canada

Successfully designed, developed and deployed secure (HTTPS) web project built in ASP 3.5 & Oracle 11g. Along with common customer service functions, I integrated online credit card payment through Moneris payment gateway to top-up accounts. I was involved in negotiating rates with web hosting companies to host the customer service website. Involved in SAT and interacted with client & independent consultant. Efficiently resolved comments/concerns came from SAT. I extensively used Fireworks CS4 to create user-friendly GUI. I efficiently created light weight version of customer service mobile website.

Attiki Odos – Athens, Greece

Successfully created and deployed whole multilingual (English & Greek) website from the scratch that is used by major Greek Banks to distribute Attiki Odos transponders. I was involved in transferring user requirements into programming logic – from two-page requirement document to full fledge live multi language secure (HTTPS) website. Successfully organized and completed in-office traditional usability testing to improve usability of the website. Coordinated with offshore team members & involved in escalating problems to other teams.

eTrip/easytrip (www.easytrip.ie) – Dublin, Ireland

My duty includes new development and service variation (change request) tasks as following: Involved in Easytrip website branding. I was actively involved in seamless eTrip-EazyPass migration having around 100,000 user base. I successfully optimized & fine-tuned eTrip.ie as per client's demand referring to its dial-up user base. Successfully integrated third-party IVR requests into Easytrip system through web service and public key encryption. Implemented the functionality in the website so that the web user can download statements securely – solving mass email statement sending problem. Updating website to accommodate special promotions/online offers. Efficiently upgraded Easytrip website to PCI DSS standards and coordinated with onsite PCI reviewers.

Software Developer/Consultant, ThinkNet Inc., Toronto, ON - Apr 2007 – Sep 2007

I worked on-site at one of the prestigious client locations related to food industry of Canada. Efficiently worked in a small team environment at client-site on simultaneous web & data warehouse/ETL projects built in ASP 2.0 & MS SQL Server 2005. I was actively involved in building and testing SSIS packages for whole ETL process using Business Intelligence development studio.

Tools and Technologies

Web Technologies	ASP .Net Core, MVC, Classic ASP, Web API, Angular 4, Rabbit MQ, Redis cache, Mongo DB, NuGet, LINQ, Web services, WCF, NUnit, Bootstrap, Silverlight, IIS, MS AJAX, JSON, LDAP, FTP, JIRA, IE, Firefox, Chrome, iPhone, iPad, Android native app, BlackBerry, Google Analytics, SEO, Social media, PCI, IVR, Google Maps API, Amazon AWS, EBS
Front Ends	Visual Studio, GitHub enterprise, Team Foundation Server (TFS), MS Visual Source Safe, SQL Server, Management Studio, Oracle SQL Developer
Languages	C# .Net, VB .Net, ADO .Net, XML, XSD, HTML5, CSS, VB Script, Java Script, jQuery
Databases	MS-SQL Server, Oracle, MS Access
Tools/Other	SharePoint Server, Crystal Reports, MS Visio, MS Office, Adobe Fireworks, Adobe Photoshop, Adobe RoboHelp

Professional Certification
- Microsoft Certified Technology Specialist (MCTS), Web based Client Development - Jan 2008

Security Clearance
- Reliability Status, Public Works and Government Services Canada, Jun 2015 – Jun 2025

Education
- Master of Information Technology, Swinburne University of Technology, Melbourne, Australia - Jul 2005
- Bachelor of Engineering (Mechanical Engineering), Saurashtra University, Gujarat, India - May 2002