

<p style="text-align: center;">SANJAY KUMAR <i>.Net Support Specialist, Software Development, Integration Lead, L1/L2/L3</i> mr.sanjayadav@gmail.com (+91) 78 38 487 497</p>	
<p>Career Objective : A highly resourceful, flexible, innovative IT Professional. Aiming for role of Principal architect or Principal Lead. Keen to find a challenging position within an ambitious company where able to contribute my IT professional skills.</p>	<p>Employee: FullCycle Pvt. Ltd., Gurgaon, India Designation: Senior Software Developer Duration: June, 2019 till Present</p>
<p>Career Overview:</p> <ul style="list-style-type: none"> • Overall 7+ Yr. of experience, 5+ Yr. in Dot Net/Product Development and 2+ Yr. in Dot Net Product Support. • Having 10+ technical certification in .Net, Dev-ops, Cloud, AI & Automation. • Hands-on Cloud Azure, AWS, Microsoft. Net Core, MVC, C#, Web API, JavaScript, Angular, Dev-ops, Automation, SPA-Angular, Blazor, Window/WPF, Web API, SQL, NO SQL. • Handling and managing Customer product technical queries across globe- India, Pakistan, Sri-Lanka, Australia, North US, South US, UK and more. 	<p>Key Functionality Handled Through-out Career</p> <ul style="list-style-type: none"> ▪ Production Support Specialist ▪ Team handling, Team Lead ▪ Software Development ▪ Software optimization and Performance ▪ Architect/ Infrastructure ▪ Database Administrator/ Developer ▪ Cloud Technologies- AWS, Azure ▪ Repository ▪ Testing ▪ Security ▪ Automation ▪ Innovation ▪ Debugging & Troubleshooting etc.
<p>Professional Summary:</p> <ul style="list-style-type: none"> ▪ 7+ plus years in designing and developing complex software solutions using .NET stack – (Front-end, Back-end, Apis, Network, Infra, Automation, Architecture, Database) ▪ Experience developing web-based software using .Net Core, Asp.net (MVC & Webforms), WCF, Angular, SQL Server, Restful / Micro-services, SQL Server and exposure to latest Microsoft technologies: ▪ Comprehensive understanding of the web: protocols, architectures, infrastructure, servers (IIS), proxies, load balancing and high availability, etc. ▪ Evaluate new tools & technologies, deliver Proof-of-Concept and define best practices. ▪ Good understanding/experience of OOPS Concepts, Design Patterns and Design Principles (SOLID etc.) ▪ Understand high level business requirements and produce technical specifications, designs, architectures, and ultimately code. ▪ Excellent debugging skills, can drive to root causes of and solutions to complex problems ▪ Ability to develop high-quality code that is maintainable, structured, highly organized and self-documenting ▪ Code optimization techniques, Automation workflow. 	<p>Certification:</p> <ul style="list-style-type: none"> • MS Azure Developer Specialist (2018) • MS .Net technology from NIIT, Delhi (2012) • Certified in Advance .Net technology in the year 2013. • ClickSoftware as Associate Consultant for ClickMobile v8.1 • ClickSoftware as Associate Consultant for ClickSchedule v8.1 • ClickSoftware as Associate Developer for ClickMobile v8.x • ClickSoftware as Associate Developer for ClickSchedule v8.1 <p>Amdocs Certified: Automation Using AI & ML, DevOps Certified, Krish/Ginger Certified (RPA tool)</p> <p>Education: B.Tech Regular (Computer Science, 2007-11), MDU University, Rohtak, Haryana</p>
<p>Technology Stack:</p> <ul style="list-style-type: none"> • Languages: C# 8/7/6, JavaScript ES6 • App Framework: .Net Standard, .Net Framework 4.7, .Net Core 3.0/2.2 • Web Framework: ASP.Net MVC 5/ Silverlight 5.0 • Markups: HTML5/ CSS • CSS Framework: Bootstrap, JQuery UI • Frontend Framework: Angular 9/ Blazor • API Framework: WebServices/ WCF/ WebAPI 2.0, SOAP, WSDL, XML based Services • Relational Database: SQL Server 2019/ MySQL 5.0/ Oracle 18c, PostgreSQL • NoSQL DB: MongoDB • Cloud Platform: Amazon/ Azure, Digital Ocean • Cloud Database: Cosmos DB/ Amazon Aurora 	<p>Previous Work Experience:</p> <ul style="list-style-type: none"> ▪ Amdocs LLP, Gurgaon. (May 2017- June 2019) as <i>Software Support Specialist</i> ▪ Tata Consultancy Services Ltd. (Feb 2015- May 2017) as <i>System Engineer</i> ▪ DynPro Business Solution Pvt. Ltd. (Nov 2012- Oct 2014) as <i>Dot Net Developer</i> <p>Achievement:</p>

<ul style="list-style-type: none"> • Container Ecosystem: Docker • Testing Frameworks (Web): MS Test/NUnit • Repositories: Bitbucket/Github/Git/SVN/ TFS, ClearCase • CI/CD Tools: Azure DevOps • Design Pattern: Creation/ Behaviour/ Architectural, MVVM model • Windows Framework: WPF/ Silverlight/ Telerik • Security: OSWAP/ OWIN/ OAuth/ LDAP • Middleware Framework for HTTP Request: NancyFx, OWIN, Katana • Automation: Selenium, C# • Authentication Server: Identity Server, Auth0- JWT, Token, Claims, Permission, Scope • Nuget: Ninject, Autofac, Log4net, HangFire Jobs, NewtonSoft Json etc. • 3rd Party library: Net Portability Analyzer, .Net Standard • Domain Knowledge: Telecom/ Health/ WFMS/ Reports & Dashboard/ Business & Analytics, Power BI • Jira, Service Desk, Kanban board, <p>Advanced Skill: Redis Cache, Power-shell, Linux, Unix Command, Database Optimization Technique,</p> <p>Skill with Beginner Experience: Angular JS, React JS, Blazor</p> <p>Tools Used: Postman, Fiddler, Soap UI, SQL Profiler, Prof Mon,</p>	<ul style="list-style-type: none"> • 2 times Best Employee Award in FullCycle for outstanding performance. (2019, 2020) • Performance bonus for excellent work in FullCycle.(2019) • Appreciation Certification in Amdocs while Product up-gradation(2018) • 2 times Star Employee & Best Team Award in TCS (2016,2017) • Best Web Portal in HMSI (2014) • Proficiency Award for 10+2 (2008) • State level Rank in Board Exam (2003)
<p>Project #1 Izenda Business Intelligence Reporting (US) EMBEDDED ANALYTICS & REPORTING</p> <p>Detail- Embedded business intelligence, visual analytics, Self-service BI platform, integrated BI and analytics, Reports, Dashboards, Visualizations. Izenda is the leader in embedded analytics & powerful BI.</p>	<p>Designation- Integration Lead Dot Net Developer Dot Net Support Specialist</p> <p>Duration: June 2019 - Present</p>
<p>Responsibilities-</p> <ul style="list-style-type: none"> • Handle application in various front-end format(as starter kit)- Angular, WebForm, ASP.NET Core, HTML5, HTML5 Core React, MVC5, MVC5Core, IadhocExtension etc. • Maintain the database various Database server- MySQL, MSSQL, PostgreSQL, Oracle, MongoDB, Redis, Elastic Search, Excel etc. • Database script up-gradation- According to upgrade/downgrade maintain the database script for each database server. • Maintain the public Git repository upto date according to latest bug fixes and new features. • Manage the Bit-bucket repository by- cutting branch, Merging into master branch etc. • Automation Development for product improvement- JS, Chart, Performance, Database, C#, Api, Code, Power-shell script etc. • Maintain the system running over the every architecture like- IIS, Window, Linux, Docker, Cloud-Aws/Azure, Image container etc. • Help and coordinate the team in following process- Troubleshoot, Scenario explanation, Exploring new Concept etc. • Train the new joiner developer and provide the Product training, Knowledge sharing, Guidance, Project Document understanding, Complex environment setup, Explain project architect, other technical help etc. • Create the Test-case for module testing. • According to requirement, parallel working in the Development team to help in story and bug fixing in a sprint timeline. • Working on the multiple Customer issue(5+) at the same time and tried to provide the solution on the same days. • Setup the customer like environment over Windows, Linux, Cloud, Container for each of their problem. • Understand the Latest language or coding syntax for providing the accurate solution on the time. • Have created the self developed Monitoring application in SPA in JavaScript, Angular, 	<p>Roles-</p> <ul style="list-style-type: none"> • Guide and mentor reporting team • Improve the current product performance, quality and processes. • Innovative technology solution • Analyse, Design, Develop and customize business applications • Communicating customers and providing fast and accurate solution. • Improve the current product performance, quality and processes. • Troubleshoot and handle different-different area • Excellent in creating an Automation script for repetitive of task in Window, Web • Communicating well with stack-holders and teammate regarding new Feature, Bug or Issue. • Use the Bitbucket repository for merging latest changes and bug fixing.

<p>HTML, Blazor,MVC technology.</p> <ul style="list-style-type: none"> • As Team lead, guide the team member, help them for their daily task. • Help to create technical article and confluence document for the team in Jira portal. • Always deduct and find the new possibilities for improvement of the project, keep the eyes on the Competitor product. • Participated in meeting with higher management for team activities, future planning and product new features enhancement discussion on regular basis. • Created the internal tools and script for head startup while looking into the customer case. • Thinking Out of box and develop new feature for the product. 	<ul style="list-style-type: none"> • Follow the JIRA ticketing tool to track the customer issue
<p>Technology Used: .Net Core 2, React, Angular, MVC, .Net Framework, C# 8, Github, BitBucket, DevOps, Entity Framework, ORM, Dapper, Nuget Pkg- IronPython, Log4net, Scheduler Job, NewtonSoft, Nancy, Syncfusion Architect Level Design, Product Architecture, Design Analysis, Node, SQL, MYSQL, NOSQL, Data Structure, JavaScript, jQuery, Web API, LINQ, Node.JS, OOPS, TDD, Product Architecture, TDD, Technical Effort Estimation,</p>	
<p>Project #2 Astro DTH (Malaysia) Work Force Management System</p> <p>Detail- Astro DTH is based on the Work Force Management system (WFMS). ClickSoftware is used to run WFMS. Astro has provided services to over four million subscribers.</p>	<p>Designation- Dot Net Developer/Support ClickSoftware Developer Click Associate Consultant</p> <p>Duration: May 2017- June 2019</p>
<p>Responsibilities-</p> <ul style="list-style-type: none"> • Application Troubleshooting, Research, Performance Monitoring, Identify potential problems. • Implementation of new code and redevelopment • Job includes Application Troubleshooting, Research user issues, Performance Monitoring, Identify potential problems and solutions. • Following applicable Escalation Matrix, Application testing, Assist with User acceptance process, Vendor Relationships, Prioritization of tasks & Cross team communication. • Planning and Execution of application database Purging/ Re-Org /Rebuild activities and their lifecycle. • Managing & Planning Disaster Recovery (DR) system Setup for application. • Identifying and implementing new process within the team to increase the productivity of the team. • User Documentation and Training for end user usage and to ensure Operational continuity. • Job includes studying, identifying and implementing Automation solutions to ensure error free Application operations with minimal manual intervention. 	<p>Roles-</p> <ul style="list-style-type: none"> • Monitoring & support 24×7 production. • Collaborated with onsite/offshore development. • Upgrading/migrating to cloud application. • Set plan for critical activity Database Backup and Restoration using Export/Import. • Develop Automation script to reduce Man efforts. <p>Click Tool use :</p> <ul style="list-style-type: none"> • Service Optimization Structure • Service Optimization Administrator • Click Mobility Studio • Click Mobileweb Client • Click Web Client • Click Configuration Mgmt. Tool • Click Analyze Report
<p>Other Project:</p> <p>Incident & RPA Flow:</p> <ul style="list-style-type: none"> • Develop the Oracle Script & batch file to handle the particular type issues • Develop the tool to solve repeated production issue • Develop the patches for same kind of issues in database • Identify & fixing the millions of record at time. <p>Incident handling using ML and AI:</p> <ul style="list-style-type: none"> • To Resolve the Service Request with help of Machine learning & Artificial Intelligence without human touch. • Identify the case and implement in AI using python, regex etc. which can be handled without human intervention. <p>Automation:</p> <ul style="list-style-type: none"> • RPA (Robotic Process Automation) Plan, Design, Develop, Implement etc. • Reduce the 80% manual effort for same kind of daily activity. <p>Cloud Up-gradation Project:</p> <ul style="list-style-type: none"> • POC activity to Upgrade existing System on Azure/AWS Cloud like port connectivity, firewall, design project architect etc. • Understand the off-premises business to upgrade on Cloud. • Identify new scope of application over Cloud and suggest business to use those technologies. 	

Technology: Clicksoftware 8.3, Asp.Net, C#.Net, MS Visual Studio 2010, Oracle 11g, Scriptsharp, Silverlight, JQuery, Wcf, Xml, Html,Amdocs CRM, Amdocs OMS, Oracle 12c, PLSQL Developer, Regex, Krish (RPA), Ginger (RPA), AI tool, AWS, Azure Portal etc.	
Project #3 Airtel Telemedia Detail- Provide organizations forecasting planning, scheduling, mobile workforce management, and customer communication in order to boost productivity and increase customer satisfaction, while decreasing overall service costs.	Designation- Dot Net Developer ClickSoftware Developer Click Associate Consultant Team Lead Duration: Feb 2015- May 2017
Responsibilities: <ul style="list-style-type: none"> • Software Installation & Maintenance- Installing and Recover the corrupt SO machine by registry cleaning and regular check of any critical error try to prevent it, To make system error free. • Developing- Develop the server/client/integration/web service and mobile program according to the BSS, by developing maintain the code scalable and robust. • Up-gradation- At regular interval, installing the patch in the system to make system more functional by take caring of all activity like backup, restoration etc. • System Requirement/Documentation- At earlier stage gather the requirement from the client and developed HLD, LLD document by following them. • Production& Development setup- Setup 60 production machine server and 15 development machine server. Installing all the necessary software including SO structure and SO administrator tool, Mobility studio etc. • Database Administrator-Regular check-up the session, process, memory usage in Oracle and Sql Database. Analysing query who takes longer time, index issue and query response time. Creating/ Deleting Users/Schema/Database according to requirement. Taking regular backup using Data pump export/import command. • Database Developer- Complex query for analysing the program flow and to find the root cause of the problem. Creating table, index, trigger, constraints according to program requirement. • System Network- IP address and mac address binding to development and production environment. Port and connectivity to each system to server. Firewall security, Tcp/Ip, UDP protocol, Maintain the policy and guideline. • Repository- Maintain version of develop program on regular basis on the Clear-case version control system. Manage stream, merge and make it error free. • Testing- Regular do the integration/system/individual program testing. Check the mobile app in android/windows and tablets for its layout/Design etc. • Security- IIS security, authentication policy/Ldap integration/Server Certificates implementation etc. • Debugging & Troubleshooting- Regular check the Event Viewer/Integration/IIS/Database logs for error, try to debug and troubleshoot to make system error free. • Job/Batch File- Making batch file according to project requirement like-daily DB backup batch file, Incoming/outgoing integration process time duration, batch file for finding logs into 60 machines etc. • Monitoring Web Application- Develop the web application in AngularJS and REST api according to the project requirement 	Roles- <ul style="list-style-type: none"> • Development • Migration • Documentation • Production& Development setup- • Database Administrator • Database Developer- • System Network • Repository • Testing • Security • Debugging & Troubleshooting • Job/Batch File • Monitoring Web Application • Team Lead Click Tool use : <ul style="list-style-type: none"> • Service Optimization Structure • Service Optimization Administrator • Click Mobility Studio • Click Mobileweb Client • Click Web Client • Click Configuration Mgmt. Tool • Click Analyze Report
Environment: CLICKSOFTWARE 8.2, ASP.NET, C#/VB.NET, MS VISUAL STUDIO 2010, ORACLE 11G, SQL SERVER 2008, SCRIPTSHARP, SILVERLIGHT, JQUERY, WCF, XML, HTML, AngularJS, REST api, Bootstrap, Kendo UI etc.	
Other Project Project #3 Upgrade existing System on AWS Cloud Cloud Upgradation Project Project #4 Amily Artificial Intelligence with Machine learning Ticket Resolution using	Self-Developed Project Project #1 Web Applications on the Azure Platform Cloud Azure Development

Artificially & ML	Project #2 Open Source Log Search: ELK Stack: Elasticsearch, Logstash, Kibana Elastic
Project #5 Automate Daily Sanity Work RPA Flow	Project #3 Frontend Application on Angular Js 1.0 Frontend Developer
Project #6 Automate OMS (Order Management System) Service Request Business Flow Automation	Project #4 PostgreSQL Database
Project #7 Pelatom project (Cross dependents flow in one touch) Complex Business Flow Automation	Project #5 Window/Web Application
Project #8 ADH Astro Project (Amdocs Data Hub) Azure Cloud Upgradation	Project #6 Skype for Business Chatbot
Project #9 Astro Customer Benefit Program Innovation Project	Project #7 AWS System Operations (SysOps)
Other Project #	Project #8 Web Crawling using Python
Title: WFMS Log Monitoring Web Application	
Role- Full Stack Developer July 2015 to Jan 2017	
Title: Airtel DTH (WFMS)	Personal Information:
Role- Dot Net Developer Full Stack Developer July 2015 to Jan 2017	Offshore Visit: Malaysia, Kuala Lumpur project Astro DTH, WFMS
Title: Airtel Transition Program (From IBM to Amdocs)	DOB: 01-01-1990
Role- Dot Net Developer Technical Expert July 2017 to Sept 2017	Marital Status: Married
Title: Vodafone (WFMS)	Passport: Yes
Role- Dot Net Developer Jan 2017 to May 2017	Hobbies: Playing Online games, Chess
Title: Revenue Cycle Management (US Healthcare)	Home-town: Faridabad (Haryana), India
Role- Dot Net Developer Oct 2014 to Feb 2015	
Title: Eportal (Employee Portal)	
Role- Dot Net Developer Oct 2012 to Sept 2014	
Title: EduTrak System (Complete Education Portal ERP)	
Role- Dot Net Developer Mar 2011 to Sept 2012	Sanjay Kumar