

PROFILE SUMMARY

Technical Specialist having more than 10 years of cumulative experience in development of Information Technology software's and support in Microsoft technologies and Cisco integration software using ASP.NET, C#, .Net, .Net Core, MVC and MS SQL. Also skilled in architecting and executing customized, data-driven solutions, hosted both on premise and on the cloud. Expertise in requirements analysis, design, development, testing, maintenance, enhancement, and production support of business applications.

SYNOPSIS

- Excellent Knowledge of Full project life cycle (SDLC) that includes Requirement Analysis, Design, Team management, work allocation, Coding, Testing, implementation, Support and maintenance.
- Well experienced in Design, programming (Coding) and implementation of product along with project deliveries.
- Expertise in Microsoft Technologies on .NET Framework, ASP.NET, .NET Core, C#.NET, SQL Server.
- Hands on experience in Cisco integration software and other Cisco Product like Cisco Call Manager, PCCE, UCCX, UCCE
- Expediency in debugging, code review and code optimization.
- Expertise in Agile software development methodology using JIRA software and slack.
- IT experience and visionary foresight into new technologies that helps to analyze enterprise needs, define opportunities and develop optimized solutions
- Excellent at resolution of highly technical challenges and has excellent interpersonal skills with the utmost commitment to on time delivery of superior quality and cost effective solutions
- Proficiency in leading and managing teams. Handled multiple roles in career - Technical specialist, Senior Software Experience, Programmer analyst and Software Developer.
- Good exposure in Microsoft Azure and Microsoft Azure Storage Explorer.

ACADEMIC

- **M.C.A. (Master of Computer Applications)** in 2010-13.
- **B.C.A. (Master of Computer Applications)** in 2007-10.
- **Intermediate** in 2006-07.
- **High School** in 2004-05.

TECHNICAL SKILLS

- ASP.NET, .Net Core, Web Services, WCF, MVC, JavaScript, AJAX, XML, JavaScript, jQuery, C#, Language Integrated Query (LINQ).
- Internet Information Server (IIS) 6.0, 7.5 and 8.0.
- Microsoft Visual Studio 2014/2019/2022.
- SQL Server 2012/2014.
- Oracle 9i and 10g.
- Cisco IP Contact Center Enterprise solutions, Cisco Unified Communications Manager 9.x, Cisco Unified Contact Center Enterprise 9.x, PCCE (API).

PRODUCT EXPERTISE

- Cisco - CCMP.
- Egain - eGain Exony Analytics.

WORK EXPERIENCE

- **Technical Specialist** Damco Solutions Pvt. Ltd. (2020 to Present).
- **Programmer Analyst II** IQor India Service Pvt. Ltd. (2017 to 2010).
- **Software Developer** Consilium Software Pvt. Ltd. (2014 to 2017).

Project 1

Project Name	UCaaS (Unified Communication as a Service)
Client Name	Dimension Data Australia
Team Size	5
Technologies	C#, ASP.Net ,SQL 2014, IIS 6.0 and 7.5 and 8.0, Web Services, XML, WCF, JavaScript, JQuery, Team Foundation Server, PowerShell, Cisco Call Manager, Cisco Unity Connection (Voice mail), Cisco IM and Presence, AXL.
Responsibilities	<ul style="list-style-type: none"> • Coding in C# • Designing Web pages/API • Testing, code and requirement reviews • Release Management using Octopus Deploy and NuGet packages • Maintenance • TFS Project Management • Integration with Cisco Call Manager, Cisco Unity Connection and Cisco IM and Presence. • Building AXL requests
Project Description	<p>UCaaS is a service automation and cloud provisioning platform for unified communications (UC). It helps large enterprises & managed service providers in adopting Unified Communication and Collaboration (UC &C) by providing tools for cloud provisioning platform for 'Unified Communications as A Service' (UCaaS) players and Service Automation.</p> <p>UCaaS platform enables service providers and large enterprises to initiate and manage enterprise collaboration services – such as advanced telephony, presence, mobility in real-time and centrally administer the entire environment from a single unified interface.</p> <p>Key features: -</p> <ul style="list-style-type: none"> • Provides Self Care Portal, Managed Services & Analytical Dashboard • Automates bulk service provisioning • Fully featured Multi- tenant, Multi-vendor UC application on cloud • Template based Quick User & Device Provisioning • Provides Extension Mobility, Single Number Reach • Business analytics, reporting and audit capabilities • Orchestration platform & IP telephony support

	Provides multi-tenancy to reduce cost by sharing infrastructure among multiple tenants.
--	---

Project 2	
Project Name	UniCloud
Client Name	Voss Solutions
Team Size	5
Technologies	C#, SQL 2014, IIS 6.0 and 7.5 and 8.0, Web Services, XML, WCF, JavaScript, JQuery, Team Foundation Server, PowerShell, Cisco Call Manager, Cisco Unity Connection (Voice mail), Cisco IM and Presence, AXL, PCCE (Packed contact Center Enterprise).
Responsibilities	<ul style="list-style-type: none"> • Coding in C# • Designing Web pages/API • Testing, code and requirement reviews • TFS Project Management • Integration with Cisco Call Manager, Cisco Unity Connection and Cisco IM and Presence, PCCE. • Building AXL requests for managing the Contact center
Project Description	<p>UCaaS is a service automation and cloud provisioning platform for unified communications (UC). It helps large enterprises & managed service providers in adopting Unified Communication and Collaboration (UC &C) by providing tools for cloud provisioning platform for 'Unified Communications as A Service' (UCaaS) players and Service Automation.</p> <p>UniCloud platform enables service providers and large enterprises to initiate and manage Contact Center enterprise collaboration services such as advanced day to day operation, agent creation, skill group change etc. In real-time and centrally administer the entire contact center environment from a single unified interface.</p> <p>Key features: -</p> <ul style="list-style-type: none"> • Automates bulk service provisioning • Fully featured Multi-tenant, Multi-vendor CC application on cloud • Template based Quick Agent Provisioning • CC Operation

Project 3	
Project Name	AA Data Replication
Client Name	Company Product (Iqor India Pvt. Ltd.)
Team Size	2
Technologies	Console Application, .Net Framework 4.0, C#, ASP.Net, SQL server 2014.
Responsibilities	<ul style="list-style-type: none"> • Coding in C# • Designing Web pages/API • Testing, code and requirement reviews • TFS Project Management • Integration with Cisco Call Manager

	<ul style="list-style-type: none"> Building AXL requests for managing the Contact center
Project Description	A console application was created and scheduled to run every 15min, this console application pulls data from different data sources, manipulates them into required information and pushes them into destination database.

Project 4	
Project Name	CTI Route Point.
Client Name	Company Product (Iqor India Pvt. Ltd.)
Team Size	1
Technologies	C#,ASP.Net , XML, JavaScript, JQuery, Team Foundation Server Cisco Call Manager.
Responsibilities	<ul style="list-style-type: none"> Technology used Console Application. Development in C#, XML. Data Manipulation operations in SQL Server 2014. Unit testing and integration testing. Resolving Bugs identified by Testing Team.
Project Description	<p>CTI Route Point provide an enterprise solution to create Route in Contact Center enterprise environment used by operations on daily basis. It Provide data on real-time basis and help in decision making from a single unified interface.</p> <p>Key features: -</p> <ul style="list-style-type: none"> Automatic feature of route point creation provisioning. Bulk provisioning of route creation. Provide details of route.

Project 5	
Project Name	SolarVista
Client Name	SolarVista Software Ltd, U.K.
Team Size	10
Technologies	C#, Visual Studio 19/22 , GitHub,ASP.Net , Net Core, Azure , MS test, MS Azure Storage Explorer
Responsibilities	<ul style="list-style-type: none"> Development for services used in tasks. Azure function Integration MS test Unit testing and integration testing. Resolving Bugs identified by Testing Team.
Project Description	<p>SolarVista is a field service management product which is a new kind of cloud-based field service management system built upon innovative Zapflow technology. It's designed to be super easy to customise, work in any browser and operate with easy-to-use mobile apps that work offline and for every device type, including iOS™, Android™ and Windows™. Its agility means it can meet your needs today and quickly as they change in the future.</p>

Key features: -

- ARCHITECTURE -Multi-tenanted, cloud-only microservices architecture. Uses “planet-scale” Microsoft®Azure™ Cosmos DB with fast HTML5/5 JavaScript/CSS web client plus native mobile apps for iOS™, Android™ & Windows™.
- SECURITY - 128-bit SSL encryption between web browser,apps & cloud services.
- USER AUTHENTICATION - User authentication via Microsoft®Work or School Account (Office 365), or Microsoft® Personal Account.
- MOBILE APPS -Native apps for iOS™ , Android™ & Windows™.Apps work offline or online. Installed & automatically updated via major app stores.Responsive & scalable to device size.