



Pankaj Jha

Senior Software Engineer

PROFILE • ABOUT ME

I carry 12+ years of total work experience. ASP.Net (C#) and MS SQL covers my major experience. These last 2 years I have been working on Python and MongoDB (NoSQL). I have been involved in different dimensions of the Software Engineering in my overall experience for e.g. Database design, UI design, Business logic design, Text mining, Application Testing and deployment.

EDUCATION

MCA, Master Of Computer Applications

Sikkim Manipal University
SMU – Marks 65%, Division I
Manipal, Sikkim

Post Graduate
August 2011

Computer Science, Bachelor Of Computer Applications

K.C. College of Arts, Science and Commerce
Mumbai University – Marks 52%, Division II
Mumbai, Maharashtra

Graduated
May 2006

WORK EXPERIENCE

Teleperformance

August 2012
- Current

Associate Consultant

Mumbai, Maharashtra

- Have automated Appraisal process for an entire Offshore processes.
- Have successfully achieved a target to reduce 5 FTEs in one of our Healthcare process in Chennai by automating their medical coding manual process. Future target is to reduce more than 80 FTEs.
- Here, I am responsible for Database design, Business Logic design, Application testing and deployment.
- I have been also involved in Front end design.
- Application's UI: HTML 5 and Bootstrap.
- Business logic: C#.Net and Python.
- Database: MongoDB.
- Rest API: C#.Net and Python Flask.
- Scripting: JavaScript and JQuery.

Inventurus Knowledge Solutions

January 2011
- August 2012

Senior Software Engineer

Mumbai, Maharashtra

- Had successfully automated their ticketing system for an IT team.
- Had successfully automated tracking of agent's productivity for a process.
- I was responsible for Business logic design, UI design, Application testing and deployment.
- I was involved in Database design, Reports development and Database administration.
- Application's UI: ASP.Net Web forms.
- Database: SQL Server 2005.
- Business logic: C#.
- Scripting: JavaScript.

Capgemini India

December 2009
- January 2011

Mumbai, Maharashtra

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TRAINING & CERTIFICATIONS

- Email Etiquette
Capgemini India, 2010
- Data Science and Machine Learning with Python
Teleperformance, 2018

AWARDS & HONORS

- In 2008, I was awarded with Polaris award in WNS Global Services.
- In 2010, I was recognised with Project Star award in Capgemini India.
- In 2011, I was honoured with Great Achievement for a quarter in Inventurus Knowledge Solution.
- In 2014, I was honoured with Serco Star award in Teleperformance.

SKILLS

Web Application

development: ASP.Net with C#.

Architecture/Framework: MVC architecture.

Database: SQL Server 2005, 2008 and 2012. MongoDB (NoSQL)

Rest API: Python Flask and WebAPI in ASP.Net.

Scripting language: JavaScript and hands on experience on JQuery.

Windows Application: TKinter in Python and Windows form in C#.Net.

Service: Windows Service in C#.Net.

Reporting: SQL Server Reporting Service (SSRS) and SQL Server Analysis Service (SSAS).

Others: HTML 5 and Bootstrap.

COMPUTER PROFICIENCY

Windows OS.



Linux



LANGUAGES

English



Hindi



Maithili



Marathi



PROFESSIONAL AFFILIATIONS

- I have conducted the Seminars on Basic Python to the Final year students and Imperative programming to the First year students in a Vidyalkar College (Wadala) in the year 2017 and 2018 respectively.
- I am responsible for taking lectures during weekends to the distance learning students for B.Sc. I.T. and B.Sc. C.S. in Mumbai University since 2017.

PERSONAL INTERESTS

- Teaching
- Exploring the nature.
- Music.

PERSONAL INFORMATION

Birthday

April 16, 1985

Gender

Male

Marital Status

Single

Father's Name

Mr. Harishchandra Jha

Nationality

India

Consultant

Mumbai, Maharashtra

- I was responsible for Business logic design, Application testing and deployment.
- I was involved in Database design, UI design, Reports development and Server and Database administration.
- Application's UI: ASP.Net Web forms.
- Database: SQL Server 2005.
- Reports: Crystal Report.
- Scripting: JavaScript.

WNS Global Services

September 2007

Executive

- November 2009

Mumbai, Maharashtra

- Had successfully achieved the target of saving \$18,000 yearly by completely automating the manual process of assigning the meals to the passengers on board for an Airline process.
- Had successfully automated and deployed the Web based system to track the Agent's productivity.
- I was responsible for Database design, Business logic design, UI design, Reports development, Application testing and deployment.
- Applications UI: C#.Net and ASP.Net Web forms.
- Database: SQL Server 2005.
- Reports: SSRS and SSAS.
- Scripting: JavaScript.

ENGINEERING/TECHNOLOGY

Languages – VB.Net ●●●● C# ●●●●

Web Components – JQuery ●●●● JavaScript ●●●●

Ajax ●●●●

Database – MongoDB ●●●● SQL Server ●●●●

Web Servers – IIS ●●●●

Development Tools – Google's DialogFlow ●●●● C#.Net ●●●●

Flask in Python ●●●● WebAPI in ASP.Net ●●●●

MVC in ASP.Net ●●●● Python ●●●● ASP.Net ●●●●

CAREER HIGHLIGHTS

- Have saved \$18,000 to our company by automation (99% accuracy) and reducing 4 FTEs in a process.
- Have automated an entire Appraisal process, thus reducing the manual intervention of the Appraisee and Appraiser.
- By increasing the accuracy of the Sales report our organization bagged the automation project of 10 new reports which used to be manual previously, hence, generating the revenue.

PROJECTS

Project

IOptify

Period:

January 2017 - Current

Technologies:

ASP.Net, C#.Net, Python, WebAPI in C#.Net, Flask in Python, Windows Service in C#.Net and MongoDB.

- A Web application designed for a Health-care process.
- Downloads a medical document (PDF) from a different system and extracts the required informations (Patient's Chief complaint, Final Diagnosis, Age, Gender, History of Past Illness etc.).
- Based on the extracted information the machine learning (ML) models predicts the medical codes. For an e.g. R09 for Fever, A08.99 for Abdominal pain etc.
- On the Application's UI, the subject matter experts (SME) does the quality check flags each record which helps our system to improve on the

predictions.

- Till now, we have successfully achieved the target of 35% Penetration, 85 90% Accuracy and 5-6 FTE's reduction.
- Future target is more than 50% of Penetration, 97% of Accuracy and 80-90+ FTEs reduction.

Project**Loading Station**

Period:

August 2012 - December 2018

Technologies:

ASP.Net in C#, SQL Server and JavaScript.

- A Web application designed as an automated Appraisal process for our entire Offshore processes.
- Accepts raw data from the users in the form of an Excel.
- This raw data consists of Employee Master, Employee-Supervisor relationship, Attendance data, Quality data, daily productivity data.
- Based on the e-conquest framework the system was capable enough to generate the Scorecards for an Agent, Team Leader, Team Manager and Operation Manager.
- It drastically reduced the manual intervention of the HR, cheating on the numbers by the MIS resource.

Project**IFS Meals**

Period:

July 2008 - August 2008

Technologies:

C#.Net, SQL Server, SSRS and WinBABs.

- A Windows application for an Airline process.
- It was responsible for accepting the list of PNRs from the user in the form of file upload.
- Gets connected to the command prompt based system called as WinBABs which was provided by that Airline.
- Automatically fires commands to that system, retrieves information, extracts the relevant information from it and assigns meals to the passengers on board.
- The assigning of the meals was as per the rules/policies mentioned in the SOP document given by that Airline.
- The system was able to save yearly \$18,000 to our company with accuracy touching 100%.

**DECLARATION**

Pankaj Jha

Mumbai, Maharashtra
February 24, 2019