

Manuj Jain

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➤ Career Objective

IT Professional with 4 Years and 9 Months of experience in Development and Support of Waterfall and Agile based implementations, seeking to leverage my technical and team management expertise to grow in a more challenging position to fulfill the Technical and Functional needs of the organization

➤ Work Experience

Associate | Cognizant Technology Solutions

Mumbai | August'18 to Present

- Currently working Onsite as Team Lead & Cognizant – Client Co-ordinator and single point of contact with PNB MetLife Insurance Company – Leading a Team of 15 members
- Developed and Debugged codes to minimize system outages and reduce manual efforts to a minimum
- Built monitoring tools to monitor the health of applications and notify in case of failures
- Provided support to Business Critical Applications and for smooth issuance of Policy Documents to customers
- Analyzed and suggested changes in the code flow to reduce the time taken in the issuance of the Insurance policy
- Involved in different phases of Software Development and Testing like Requirement Analysis, Test Design, Test Execution, User Acceptance Testing (UAT) and Issue Reporting
- Coordinated successfully with Development/Operations/Business and Support Teams for an end to end Issue resolution

Achievements

- Received 'Best in Field Award' from Customer IT Director for providing exceptional support during the crucial financial year-end and month-end support and in successful issuance of 1 Lac+ Insurance Policies and achieving the desired target by the company
- Received accolades from CEO and Director from Client end for going beyond the line of duty for IT support
- Received Appreciation Certificates from Client Business Heads for providing extended support from the IT end
- Received 3 Associate of the Quarter Awards from the Cognizant and Client Management
- Received 'Sapphire Award' for creating excellent tools and documents for supporting business-critical applications

Programmer Analyst | Cognizant Technology Solutions

Kolkata | June'16 to July'18

- Developed and provided support to Survival Critical Application for Voya Financials & UNUM Insurance Company [US based Insurance Companies] along with a team of 3 people
- Created methodologies and best practices that enhanced application performance, release processes, and customization of applications to user needs
- Co-ordinated with L2, L3 Support teams, Business Users, and Customers of the Client
- Monitoring Health of the supported applications and servers
- Contributed expertise in the development of products through the Software Development Lifecycle, from requirements gathering to successful deployment
- Used Excel VB Macro automation to generate Business Illustration and Proposal Document for Insurance Document

Achievements

- Awarded the Associate of the Month Award for going the extra mile to achieve the desired Business results
- Received appreciation from Customer and Company's Senior Leadership for excelling in the tests conducted by the client

Key Skills Acquired

- Customer Service Fundamentals - Building Rapport in Customer Relationships
- Global Data Protection, Privacy and Incident Management
- Fundamentals of Business Continuity Management
- ITIL Foundational & SDLC Processes Certified (Cognizant Internal)

➤ Technical Skills

Programming Language	:	C, C++, C#, VB.NET & ASP.NET
Database & DB Tools	:	MySQL, PL-SQL, PostgreSQL, SQL Server Management Studio
Web Development	:	HTML, CSS & JavaScript
Domain Expertise	:	Insurance

➤ Education

Bachelor of Technology | SRM University

Chennai | August'12 to May'16

Specialization and CGPA : Mechatronics Engineering, 7.86/10

Projects Undertaken

- Automated Irrigation System: Developed an Automated Irrigation System which reduces farmer's efforts and helps in saving water
- Aircraft Pitch Control: Simulated the Pitch Control of an Aircraft using Simulink and MATLAB
- Obstacle Avoidance Bot: Programmed an Obstacle Avoidance Bot used in Industries for workplace management
- Pneumatic Stamper: Created a pneumatic stamper based on the actuation of a double-acting cylinder

Co-Curricular Activities

- Part of the Dramatics club of the university which conducted plays for social awareness
- Volunteered in the college tech-fest, 'AARUUSH', under the 'Travel & Hospitality' domain
- Volunteered at the 'Green-Nest Foundation' - Foundation aiming at teaching underprivileged children

AISSCE | Mahaveer Public School

Jaipur | May'11

Percentage : 78.6%
Specialization : Science, Maths and Physical Education

AISSE | Mahaveer Public School

Jaipur | May'09

Percentage : 88.33%

Co-Curricular Activities

- The narrator of the play conducted at the Interschool Dramatics Competition
- Worked as a Volunteer at 'Akshar' – An NGO which teaches underprivileged adults

➤ Achievements

- Only one to be qualified from the school for the 'Indian National Search for Genius Child' conducted by Star World in 2004
- Won 1st Prize in a debate on 'Road Safety' conducted by Rajasthan Government in 2010
- Qualified in the 'National Science Olympiad' 'International Math's Olympiad' and 'National level Science Talent Search Examination' at School and State levels conducted in 2011 by Science Olympiad Foundation

➤ Personal Details

Languages Known : English, Hindi
Date of Birth : May 29, 1993