Sushama Pradhan

Solution Architect & Full Stack Technical Architect Azure, ML and AI, .Net Angular, Power Platform , D365, Data Analytics

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Profile: **LinkedIn CV**

17+ years overall **IT industry experience** in cutting edge technologies, development, solution and technical architect, Lead, plan and timely e2e delivery.

Technical Expertise:
In-depth and breadth knowledge, skills and hands on expertise with below:

Core Tech Stack	*Technologies & development*	Years	Category
Infra solution	**Azure, Google, Ali Cloud** solution, **IAAS, PAAS, SAAS, RDP, SSH, , HA, BC, DR, ASP, AG, VM, AKS, On-Prem**	10++	**Infra structure**
ML & AI	**Machine learning, Supervised & Unsupervised learning, Deep learning, - Predictive Analysis,** Monte Carlo simulation, Decision support system**,** Data Analytics, Data Mart, **Tagging, Search Engine, Prompt Engineering and Artificial Intelligence, Chat GPT, EY Fabric Open AI**	10+	**AI**
Web Apps	Web front-end development using, .**Net Core** (1-3), **Angular** (4+7)**,** Asp, Asp.Net MVC, Razor pages, **Azure App service**	10+	**Frontend (FE)**
Low code	ERP, CRM, Material management, Order processing using **Dynamic 365, Dynamic** CRM 2016/2015/2013/2011 Configuration, Customization, Application and extending, **Microsoft flow, Power Apps, Power Automate, Power BI, Power Virtual Agent, Chatbot, Webhook, Survey tools**	10+	**Frontend (FE)**

CMS	Office **365, SharePoint online and provider hosted apps, MOSS, Integrating to different platforms**	9+	**Frontend (FE)**
Desktop Apps	App development using **XAML, WPF, XBAP, Win forms, MVP, MVVM** , **RDP, Azure Desktop client**	10+	**Frontend (FE)**
Middleware Facade	Plug Ins/APIs/Services: **Web APIs,** Services, business logics, WCF, **Rest API, SOAP**, components, jobs, Logic Apps, workflow & plugin	10+	**Middleware**
Database	**Azure SQL, Blob storages, Elastic pools,** OLTP DBs, **Data Engineering**, Back up, DR, HA	10+	**Data Backend**
Data Analytics	**DW & BI,** SSIS & Factory, OLAP & Synapse, SSAS, SSRS, **Synapse Analytics**, DMX, KPI, Fact, Dimension, Ingestion**, ETL, Factory, ERP, Data Mart,** Lumina Analytica DSS, Tag, Search, BDC, **Data & Business modelling**	10+	**Data Backend**
DAL	**ORM, Microservices, EF (<=6), EF Core,** POCO, **ODBC,** COM, DCOM, **ADO.Net, Enterprise libraries**	10+	**Data Backend**
Patterns & Principles	**Design Patterns, Azure pattern, OOPS, OOAD, SOLID** principles	12+	**Design &Architecture**
Architecture	Client-Server, Onion, component based, SOA and Rest based, OData, MVC, Microservice, Infrastructure design	15+	**Design &Architecture**
Design	BDD, TDD, MDD, UML, LLD, HLD, Logical & technical designs	11+	**Design &Architecture**
Integration	Azure resources integration, Drivers, Infra Gateways, Net and Subnet, ESB, Orchestration, SharePoint D365 & SSIS integration		**Integration**
IT Security & Performance	**Security, IAM, RBAC,** Multithreading, Parallel programming, **Multi-tasking**, **OAuth**, Open ID Connect, Security, Encryption, Globalization, Localization, Component space, SAML, **SSO**, Azure AD, B2C, B2B, Federated Authentication		**Authentication**
Code Repo & Deployment	**Azure DevOps, Agile,** TFS, SVN, TFS Online, VSTS, **GitHub, GitLab,** Team City, Octopus, Epic, backlogs, storyboard, sprint, poker, tasks burn down, **CI/CD, Azure Pipeline**		**Tools**
Responsive UI design, API tools, Test tools	**Dev Express, Telerik, Kendo UI, Infragistics controls, Motif,** Bootstrap**,** Html editor**,** Microsoft FrontPage, SharePoint Designer**, Reporting and linked server**, install shield, HP Defect or Bug tracking tools, Firebug, SP Dispose Check, IE developer tools, MS Access VBA, **Kibana elastic search, Fiddler, Postman, Swagger API, Troubleshooting IIS** , Angular, React, TypeScript		**Tools**
Self-service tools	**Leveraging EY Fabric products and platform**		**Tools**
Design Tools	Sparx Enterprise Architect, Figma, Visio		**Design Tools**
Planning tools	MPP, Corpex, Gantt chart, Fieldglass, DSP, SA Tracker, QCT Tracker		**Planning tools**

Design & Architect experience:

9+ years solution design, architect experience
- **Business Case, RFP**, **Business proposal**, **Presales Activities**, **Solution design & architecture**, UML, ERP solution designing
- Functional, Non-Functional, Technical **requirement gathering**
- **Product architecture**, product design, **RUP**, Technical design
- Database design, **HLD, LLD**, Infrastructure design, System **architectural** analysis, Complex distributed system design
- Workflows, **Business flows** design, Power Apps, Microsoft Flow, Logic Apps
- Test-driven design development, **Domain-driven design** (DDD), Behaviour-driven development (BDD), Model-Driven Development
- Implementing best practices, patterns, and principles for synergizing applications into state-of-the-art cutting-edge technology

Leadership experience:

9+ years **leadership** experience in **team management**, team skill evaluation, motivation, **change management,** business analysis, business strategic planning, **project planning**, IT project management, IT **risk** management, **resource allocation**, throttling, **IT operations**, **budget estimation**, task estimation, **scrum master**, **end to end** project responsibility, **timely successful complex delivery.**
- As Program manager, **executed delivery** of various projects.
- Clear & Effective Business communication among various stake holder's **CXO, Directors, Doman experts, technical team**, **issue escalation**, geographically distributed multidisciplinary business team.
- Client handling & collaboration expertise for Indian, Dutch, European, UK, and US clients. Managed multi-lingual, multi-cultural, and geographically distributed teams.
- Decision Making, SOW, SWOT Analysis**, Fishbone analysis**

Domain expertise:

BFSI, Telecom, Archive, Health & Safety, Software Product Services, Innovation & Design industry.

Service lines: Global (Tax, Assurance, Consulting, TZ, SaT etc)

Academic Career:

Master in computer application (**MCA**): 2002

Post Graduate Diploma in Computer Application (Post Graduate PGDCA) :1999

Bachelor of Science (Bachelor B.Sc.) :1998

Plus 2 Science (Diploma): 1995

Dutch NT2 diploma at Fontys university, Eindhoven, Netherland:2011-2012

Work permit &Visa:

Being Dutch (EU) citizen, I have free travel, work & stay permit in European countries, without the need of visa.

Being Indian by birth, I am an OCI cardholder, I can work for any company in India & the Indian sub-continent.

Free landing visa to USA, Australia, New Zealand & many other countries. Ref: https://en.wikipedia.org/wiki/Visa_requirements_for_European_Union_citizens

Certification's achievements:

EY Azure, Design thinking, AI learning badges @EY

Leadership Certification:

➢ **PRINCE2** Foundation certified.

➢ **Kaber** Group NLP certified.

Domain Certification:

➢ Google certified Digital Marketing professional

Language Certification,

➢ A1, A2, B1, B1+ Dutch certifications
➢ Civic Integration Exam Certifications

Microsoft Technologies Certification:

➢ Developing **ASP.NET MVC** Web Applications

➢ Developing Microsoft **Azure** Solutions (70-532)

➢ MCTS: Accessing Data with Microsoft .**Ne**t **Framework 4**

➢ MCTS: Programming in **HTML5 with JavaScript and CSS3**.

- ➢ MCP: Microsoft Certified Professionals in developing web applications using **Asp.Net, C#, and VB.Net.**

- ➢ MCP: Microsoft Certified Professionals in developing the windows application **using Asp.Net, C#, and VB.Net.**

- ➢ Microsoft .**Net** Fundamentals

- ➢ Microsoft **Web Development** Fundamental

- ➢ Microsoft Software Development fundamental

- ➢ Developing Microsoft SharePoint Server **Core** Solutions

- ➢ Developing Microsoft SharePoint Server Advanced Solutions.

- ➢ MCTS: Microsoft SharePoint Application Development.

- ➢ MCTS: Microsoft SharePoint Configuring.

- ➢ MCPD SharePoint 2010, MCITP SharePoint 2010

- ➢ MCTS: Developing Microsoft SharePoint Server 2013 Core Solutions

- ➢ MCTS: Microsoft Dynamics **CRM**, Customization and Configuration (MB2-866)

- ➢ **Dynamic CRM** Applications (MB2-868)

- ➢ MCTS: Extending Microsoft Dynamics CRM (MB2-876)

- ➢ MCTS: Microsoft Dynamics CRM Installation and Deployment (MB2-867)

- ➢ MCSD: Microsoft Certified Solutions Developer **SharePoint** Applications

- ➢ MCSD: Microsoft Certified Solutions Developer **Web** Applications

- ➢ Dynamics Deployment in CRM 2013 Specialist

- ➢ Microsoft Dynamics CRM 2013 Applications Specialist

- ➢ Microsoft **Dynamics CRM 2013** Customization and Configuration Specialist

- ➢ Microsoft Dynamics CRM 2013 Specialist

- ➢ MCTS: Querying Microsoft **SQL Server.**

- ➢ MCTS: Developing Windows **Azure and Web Services.**

Professional Career:

- India:

Dec 2021-Contd.	EY Bangalore	**Solution Architect**
Nov 2019–Nov 2021.	Dell Bangalore	Senior Principal Software **Engineer / Technical Architect**

- Netherland: [2012-2018]: All *Contract* jobs in Nederland:

Jan 2018–Nov 2019	Surevi Global, Eindhoven	**Development Lead**
Jan 2017- Jan 2018	Bicore, Eindhoven	**Development Lead**
Jul 2015-Dec 2016	I-Fourc, Reuver	Senior Software **developer**
Feb 2015-Jul 2015	Cadac Group, Heerlen	Software developer
Feb 2014-Feb 2015	ING, Amsterdam Sloterdijk	**IT Specialist**
Jan 2013-Jan 2014	Corpex.nl, Eindhoven	**Technical Architect**
Sept 2012-Dec 2012	Doxa IT, Tilburg	SharePoint MVC developer

- June 2011 – July 2012 *Dutch* Language Diploma, Fontys Universiteit, Eindhoven, Nederland

- India: **All *Permanent* ** jobs in India:

Sept 2008-Dec 2010	Infosys Technology Ltd.	**Technology Lead**
May 2006-Aug 2008	Tech Mahindra Ltd.	Technical Associate
Jun 2005-May 2006	Covansys/Computer Science	Associate Project
Jan 2005-June 2005	Asian CERC/ Religare	System Engineer
Sep 2002-Oct 2003	NICE	**Programmer**

Work experience:

Dec 2021 -Contd.: Assistant Director, EY, Bengaluru

Responsibilities:

1) CTDM
   Creating solution plans for Infrastructure Architecture design, solutioning & Estimation in Azure Cloud, Google Cloud, IBL Cloud, Ali Cloud and On-Prem environments.
   Creating solution plans IAAS/PAAS/Low code platform solutioning.
   Stakeholder managements, **client management**, convincing and adopting solutions in the solution plan
   Problem & Requirement understanding, and providing solutions to various engagement team for various service lines
   Supporting clients throughout the life cycle for adoption of solution as per solution plan , in case required

2) Digital Solution planner
   As a **technical architect** helping project team in development, guidance, support, and solutioning
   Learning and **developing generative AI POC** for Digital solution planner Tagging solution and Open AI Chat GPT solutioning

3) Administrative
   Tasks for **SA and QCT trackers**
   Initiatives for EY Fabric product enhancement discussions
   Learning, Share & Adoption initiatives SAP & OTH products of EY

Nov 2019 – Nov 2021.: Senior Principal Software Engineer @ Dell Bangalore from RLabs Enterprise, Bangalore.

Responsibilities:

Fishbone analysis for analysis of continuous defects for more than 20 Dell e-support applications, Configuration management.

Software Development & solution, BDD, Azure, Gitlab CI/CD Pipelines, Scrum, Capacity planning, Story compliance, TFS defects trend, Team Velocity trend, best practices. guidelines & review of .Net based applications,

Projects – Drivers & Download development solution design for uploading, downloading different type of Dell & EMC drivers from Agile database, Oracle DB & SQL DB, development tools for encrypting drivers and download labels to different languages

Software design. development, review, guidance, unit test development & code coverage of Content Publishing Tool which helps managing manuals and documents for Dell products using various options single file upload, bulk upload, bulk delete, advance search of files, featured content support topics publishing, advance search for support topics, administration of CPT tool, crawler service for uploading Html, pdf and data migration form manual publishing tool to CPT.

.Net Core, Angular, Rest Web API, Layer 7, Git Lab, Azure, TFS, SQL Server, MS Test, Code Coverage, SonarQube, Elastic Search.

Jan 2018 - Nov 2019	Surevi Global, Eindhoven	Development Lead

- **As Development Lead** managed delivery team to ensure timely and accurate deliveries & accurate effort estimation E2E for Realm product.

- **Recruited** resources to support the growth of the company

- **Oversee daily activities** of delivery team and provide direction and guidance as needed.

- Defined delivery process, correct effort estimation, accomplishment of project accurately on time.

- **As .Net Azure Full Stack Development Lead** and analysed business requirements, Business proposal, RFP creation, vision documents completed various POC & software development activities using Angular 7, .Net Core, Microsoft Azure Microservice Architechture Development, Azure Infrastructure, Asp.Net Web API, Entity Framework Core, Micro services, Docker, Typescript, Bootstrap.

Jan 2017- Jan 2018	Bicore, Eindhoven	Development **Lead**

- As development lead, accurate effort estimation for migration to cloud & delivery end to end with highest quality for Flight map product

- Analyse and troubleshoot delivery issues in a timely fashion.

- Perform resource allocations and workload assignments according to delivery requirements.

- Ensure that team maintains high level of competence and operational excellence.

- Evaluate the performance of team members and determine training needs.

- Serve as primary contact for customer inquiries and concerns.

- Build positive and productive working relationships with customers for business growth.

- As **full stack developer** developed Liability modules for Realm product using Asp.Net MVC, .Net Core, Azure, C#, WCF Rest service, Entity Framework, Angular, SharePoint, jQuery, Nodejs, Web API, WPF, MSTest, SQL server, hands on and leading migration of flight map Asp.Net web application to Azure based cloud.

- Used tools such as Component space SSO for clous & ADFS integration

As **technology lead**, guided the team for resolving their issues & managing Flight map activities, played **scrum master** role & implemented scrum process

As **architect** created RFP, Business proposal, POC, collaborated with team & designed the front and back-end architecture of Flight map 6 & Realm.

- Source control used **DevOps, TFS online, VSTS, SVN, VSS, GitHub, Atlassian & Jira**

July 2015-Dec 2016	I-Fourc, Reuver	Senior Software **developer**

I-Fourc digitized Health care and Archive industry. The core business is archiving millions medical records in digital cloud platform.

As **architect & senior developer**, developed and designed the Shared Services software using jQuery, TypeScript, NodeJS, Web API, Angular, .Net Core, Office365, Azure.Net, WCF service, SharePoint.

In the Shared service is a project I was involved from the requirement gathering, POC, design, implementation, delivery to hosting phase and then RFC. Here both SharePoint hosted app and provider hosted app was created by me and deployed in Azure.

As **full stack senior developer**, developed scanned software using Asp.Net MVC, Azure, NetApp, C#, jQuery, Bootstrap and SQL server-based web application which was hosted in SAAS cloud using Octopus. Followed agile scrum model for I-Fourc products development.

Feb 2015-Jun 2015	Cadac Group, Heerlen	Software **developer/Architect/Lead**

- As **senior** software **lead, architect,** I was responsible for the design, development, lead, admin and hosting cycle of the Sales management process. the development of sales process was done using Dynamic CRM 2013 online.

- As **developer**, **developed** are customizing sales & quote components, implementation of sales ordering workflow, customizing order & reports, applying validation, defining business rules and developing user interactive interface.

Technology used: Asp.Net MVC, Azure.Net, C#, WCF, JavaScript, jQuery, Azure, Bootstrap, .Net Core, Angular, Dynamic CRM, agile, scrum.

Feb 2014-Feb 2015	ING, Amsterdam Sloterdijk	**IT** Specialist

As **architect** involved in development, design and architecting SALSA solution where in Sales Automation Leads to Sales Acceleration. As **full stack developer** used CRM 2011 configuration, customization and extending components for SALSA frontend development.

Activity libraries and Plug-ins was created using C#.Net.

SQL Server Reporting Services (SSRS) was used for report generation from activities (Telephone calls and Appointments) of different ING Sales team such as PriBa, PerBa, MKB, GB&I, Kantoor business units.

In SharePoint 2013 online server stored reports using SharePoint client libraries where in reports published from SSRS directly to SharePoint on the fly.

- As developer, configured Dialogs, created custom Workflows, designed, created Entities, Fields, 1: N and N: N Relationships, Roles and Role based Security, Field level security, Business rules and Business Processes etc. in Dynamic CRM.

Used JavaScript, jQuery, Bootstrap for creating web resources and to enhance end user experience.

Used Deployment Manager for creating different CRM sites.

Used Visual Ribbon Editor for customizing Ribbons such as adding Buttons, Button Actions and associating Rules.

Used WCF service & SQL Server Integration Services (SSIS) for CRM data, creating initial load and daily update packages.

I was responsible for SALSA deployment and release processes including creating build, exporting managed solution, release and deployment in Test and Acceptance server.

- As Lead, planning & leading CRM 2011 to CRM 2013 migration.

- Created automated test application for SALSA using Asp.Net 4.5, jQuery, Azure, Bootstrap, MVC 4, and IIS.

- At 24Hackathon developed complete POC using jQuery, Bootstrap, Angular, Node.js, Web API, Visual studio online

Technologies used: **Asp.Net, MVC, SharePoint 2013, CRM 2011, CRM 2013, WCF REST service, Azure,** html5, JavaScript, Angular 2, CSS, LINQ, SQL DB, SSIS, SSRS, Visual Studio, TFS, TDD, NUnit, XRM Test Framework.

Jan 2013-Jan 2014	Corpex, Eindhoven	Technology **Lead/Architect**

This was one of highly challenging technical architecting and leadership project delivery in Netherland.

Responsibilities:

- As technology **lead**, derived solutions for challenging complex technical problems.

- As a senior developer & architect, POC making, facilitating associated process of small projects, coding, analyzing, designing & estimating complex modules & components, sharing knowledge, defining & implementing best practices and guidelines.

- **Authenticated** Corpex API using google API & OAuth authentication connecting iPhone and Android phone from Corpex database.

- As technical architect I developed the vision document for Gamma, did requirement gathering using Sparks Enterprise Architect software, created use case model, scenarios and diagrams for complete product.

- Developed many proofs of concepts for planning software and app version of Corpex. **Technology** used**:**

 Asp.net, MVC 4, C#, SharePoint 2013, Office 365, Asp.Net Web service, WCF REST service, HTML5, jQuery, Bootstrap, CSS, Dev Express, WPF, LINQ, NUnit, SSAS, PAAS, Azure, Multi tenancy and High availabilities SQL server, Visual Studio, TFS.

Sept 2012-Dec 2012	Doxa IT, Tilburg	SharePoint MVC **full stack developer**

- Worked at BDO and Adventure form Doxa B.V in job role of SharePoint 2013 and MVC developer.

- Developed many different types of custom web parts, Did trouble shooting in SharePoint web site, migrated SharePoint 2007 content to SharePoint 2010, customized SharePoint web site using various SharePoint 2010 features and services such as Search service, user profile service, managed meta data services, info path forms, web parts, content types, SharePoint web control and field control, Timer job, RSS viewer web part, styling using CSS class, master pages, jQuery, CAML query, SP Data Query, SP.UI dialogs, content query web part, content editor web part etc.

 Technology stack**:** SharePoint 2013, Asp.Net MVC, jQuery, Bootstrap, .Net 4. C#, SQL server, TDD, NUnit and WCF

Sept 2008-Dec 2010	Infosys, Bangalore	Technology **Lead**

Project: BWOPWBBE

Responsibilities: As Full stack senior **developer & architect**: Requirement gathering, Solution designing, analysis, development, testing, deployment team guidance and management.

As **Team Lead**: Leading team of developers, task delegation, supporting team on time delivery, business team and client interaction, end to end solution.

Technology: C#, ASP.Net, WCF 3.0, Java script, jQuery, CSS, XML, XPath, VS GUI, VSTS, SharePoint 2010

Description: BWOPWBBE is corporate planning and operation intranet portal It enabled 95% of most-used system processes & sub-processes related to day-to-day operations of delivery roles, reducing the cycle time of each task, helping managers to plan and meet their deliverables efficiently and effectively. The idea was to build 'one-screen-one-click' user workbench bringing immense ease of usability in interaction with all the pertinent systems.

- The workbench was aimed to provide one holistic process-oriented experience, with all related transactions & information logically grouped in one process view. The GUI was highly rich, laced with smart features such as easier navigation. The system offered 360-degree view on various processes, portfolios and entities, enhancing the decision-making capabilities and quickness on task completion.

Project: CMSINFY-(www.Infosys.com**)**
CMSInfy (Content Management System Infosys global portal) (Sept 2008- Mar 2010**)**

Domain: Company Sales and Marketing Internet website www.infosys.com.

Responsibilities: As Technology Lead my responsibility were solution designing, analysis, development, deployment, administration, team mentoring, task delegation, client & business team interaction for scalable, sustainable end to end solution.

Technologies: MOSS 2007, C#, ASP.Net, Asp.Net web services, WWF 3.0, HTML, CSS, Java script, XML, XPath, XSD, SQL DB & SSRS, SQL Server high-availability solution
Description:
- Infosys.com is the content management web portal, globally accessed by various stakeholders, prospective clients, Investors, future employees for getting valuable Infosys information.

- Infy public portal uses WCM features such as look and feel / navigation/ breadcrumbs, standardized CMS templates, delete page/documents, content repurposing, must read & hot downloads, site map, image mapping, rich client authoring ,conversion, workflow - multi participant sequential workflow, content expiry, search, mail to friend, multilingual support, CSS based layout, cross linking & posting, spell check, short URL,SEO Friendly, page life cycle, new form creation, page rollback, versioning and checkin , check-out, blogs, feeds, social bookmarking, discussion forums, Polls & surveys, ratings, custom error handling, email scrambling, broken links scan,W3C & WAI Compliance, cross browser compatibility, site level roll back , recreation, audit, re-captcha, ad Server integration, web analytics, Akamai & similar CDN provider,3rd party content integration ,streaming, archiving deployment (full/ incremental, multi-location / server deployment), profile membership, SSO, Personalized sitemap and geo targeting, link suggestion. , portal supported various file formats.

May 2006-Aug 2008	Tech Mahindra Ltd. India	**Technical** Associate

Project: Oman Mobile-Self Care Portal (Feb 2008-Aug 2008**) Role:** Senior Developer, Lead **Responsibilities**:
- As lead, mentored team for implementation and deployment of project, delegating tasks, developed complex modules.

- As Full stack developer involved in both front end & back-end development. **Description:**

- Self-care portal is SharePoint Biztalk Integrated Mobile Application. Self-care Portal for Oman Mobile has been developed for Post-paid subscribers to view their account status, viewing bills, profiles and making payments.

- Used MOSS 2007 for post-paid subscriber components development, abstract web parts, subscriber signup, login, password management, send SMS using SMS gateway, subscriber account view &management, services status, rate plan change, , call history, bill view & download. , account summary, add account, add hayyak number, make payment, view unpaid amount, view due payment date, view payment receipt, view unbilled amount, view user profile etc.

- Worked with BizTalk Orchestration & MSMQ for middle wire message brokering & information sharing between SharePoint and outside gateway components viz payment gateway, SMS gateway, billing gateway.

- SOAP based Asp.Net Webservice: BizTalk was exposed as web service; back-end information from Banks/credit card companies was connected through other available Oman Mobile web services.

Technology: MOSS 2007, **Asp.Net**, **C#, HTML, CSS, Java script, XML, BizTalk server,** SQL server, IBM MSMQ, Visual Studio

Project: Microsoft Enterprise Cube (MEC) (Nov 2007– Feb 2008**) Responsibilities**:
- As senior developer involved in complete cycle such as analysis, design, coding, testing and deployment phage of this project.

- delivered time critical complex solution.

Technology stack: **MOSS 2007, Asp.Net, C#, Asp.Net web Services, HTML, CSS, Java script, XML, SQL Server Data base engine,** Sqlserver2005 Reporting Services (**SSRS**), SQL Server Analysis Services (**SSAS**), SQL Server Integration Services technologies (**SSIS**)

Description: MEC was developed for Microsoft Corporation, US.

- Microsoft Enterprise Cube (MEC) is an overall end-to-end solution for loading & generating reports the Telco's customer and revenue data from the client's databases into a Data Mart.

- Analytic report was generated SQL Datamart, creating complex cube.

- MEC generate Scorecards for Telco users where in Microsoft Performance Point Serve was used for drill down capabilities in reports, dashboard view of Business metrics & ad-hoc reports were generated using SSRS, ProClarity Analytics 6.2 was used for analytic report.

- The Common Framework (CF) which showcase holistic view of MEC dashboard with Revenue Management (RM), Customer Segmentation (CS), Customer Profitability (CP) information was built in SharePoint as webpart.

Project: Employment Self Service Portal (Jun 2007-Oct 2007**) Responsibilities: Full stack development, deployment**
Technology used: **SharePoint server 2003**, **ASP.Net, C#, HTML, CSS, JavaScript**, **XML**, Visual studio, TFS **Description:**
- This was corporate intranet web-based portal which was created and deployed on SharePoint server. This portal was used by team for managing project, they have role-based authorization for document sharing, alerts, notifications, task assignments, project management, user profile

management, issues &complain logs and service request handling etc. Business development catalog helped connect user profile data from active directory.

Project: Twigs-PSTN product, Feature Line and ISDN30 Product (May 2006-Jun 2007**)**
Twigs is the state-of-the-art fault reporting system for British Telecom. Developed from scratch and involved in all three development phases for this project.
Technology used: **ASP.NET, C#, ASP.Net web services, IBM MQ, HTML, CSS, JavaScript, XML, Multi-threading, SQL server.**

Responsibilities: Full stack development, Architectural design, Prototype model, solution analysis, integration/UAT/production testing, maintenance, RFC, Support

Description: Twigs (T2R WLR Interface for Global Services) was fault reporting web-based solution for British Telecom department.

• Twigs act as fault raising system for different telephone network supplier for product type such as PSTN, ISDN and Feature Line.

• Twigs provide the key functionalities for logging faults on Open Reach and BT Wholesale and get reports to find out the Fault Status. Twigs also does Line Test, Raise Fault and Appointment Dialogue Services through the main link.

• Telecom users can view the status of the fault though View Fault Updates option. Search facility is also provided based on the Service ID. It also provides fault management functionalities such as Amend Fault, Cancel Fault, Confirm/Reject Clear Fault and Escalate Fault for BT Open Reach and BT Wholesale.

• These BT fault products implemented in one web application wherein the UI & fault journey were different. PSTN products interfaced to b2b product through COPAL interface. PSTN & Feature line products have almost same fault journey except MSO Line test and appointment are added features on PSTN products.

Jun 2005-May 2006	Covansys -> CSC-> DXC	Associate **Project**

Project: **Spinnaker** (Dec 2005-May 2006)
As full stack developer responsibilities were to create web parts and deploy in SharePoint Server, modify & create cubes and reports.

The data ware housing application also integrate SSRS within SharePoint portal. Here worked in all components of SQL server such as data base engine, integration services, analysis services, MDX queries, KPI, DSP Analysis clients and reporting services. Customized and connected web part in Share Point for integrating SSRS reports.

Technology: **SQL DB**, **SSIS**, **SSAS**, **SSRS**, DSP Analysis clients, SharePoint, Office Info Path.

Domain: Data warehousing (Business Intelligence) application for Company data management.

Description: The ISV Team within the DP&E group at Microsoft works for the promotion of Microsoft products and technologies for enabling the adoption of Microsoft technologies by industry leader.

- Spinnaker System is developed for unified data-capture & reporting for different ISV Group. The system captures data related to technology usage & adoption by various ISVs, ISV Evidence and Rhythm Participation. Several adoption scorecard reports are extracted from these data as ADHOC report from OLTP DB or Analytic report OLAP cubes. The phase1 of Spinnaker provided tool for data entry, tracking and reporting for the ISV team. In pahse2 data capture and reporting RFC were undertaken. In Phase3 data captures modification, new cubes & reports were developed for different engagement types and countries.

Project: Cooper-HSMS (Jun 2005- Dec 2005)
As full stack developer, was responsible software development, unit, integration ST & UAT testing, defect fixing, RFC support.
- Technology used: **ASP.Net, VB.Net**, **ASP.Net Web services**, HTML, CSS, Java script, XML, SQL Server, Visual studio
- **Health care domain**

Description:

- The HSMS (Health and Safety Management System) intranet web application was developed for Health, Safety & Environment Department of Cooper.

- Accident Investigation, Results and Statistics of Injuries/Incidents, Canned Reports, Advanced Case Search, Safety Committee Management, Messaging for alerts are key features of HSMS.HSMS architecture involves windows and web components.

- The basic building blocks of HSMS & model built using .NET Framework class libraries & VB.Net.

- Core service components representing business layer were security component for authentication & authorization, encryption component, file upload component, mail component, localization & globalization component, DB façade, caching component, operational component (exception management, Monitoring), helper components (Page Base, Menu, HSMS Web Controls).

- The front-end user interface web components were case management, action item management, safety committee component, investigation, user sign in & sign off component, admin & reporting component.

Project: MetLife Systems Inventory
Core hands on development, implemented **MS-Access GUI/ Forms/Reports, Ms-visio2000, MSSQL Server and Visual Basic**
Domain: Met life Insurance
Developed MetLife Systems Inventory, system analysis, testing, deployment, support, Prototype Architecture model
Technology stack: MS-Access GUI, Forms, Reports, Ms-visio2000, **MSSQL Server** & **Visual Basic Description:**
- MetLife Systems Inventory was one DB interface which combined TL&A, NEF and TLAFS three MS-Access database applications and then this single inventory MS-Access database was migrated to single SQL server database.

- The MetLife Systems Inventory tool was developed to provide user easy & one-stop access to high-level business and technical information about systems that process different data for three different databases TL&A, NEF and TLAFS. The tool also contains user interface for detailing the systems to which they send data and from which they receive data. This inventory tool supports both filtering and reporting of data for various queries.

- MS-Access Security has been implemented. For all the systems Visio diagram is generated automatically at run time.

- One executable created for viewing all Visio diagrams for all the applications for these databases.

Jan 2005 - June 2005	Asian CERC-> Religare technova ->Dion https://www.dionglobal.com	System Engineer

Project: Trade Anywhere (Jan 2005- Jun 2005)

Trade Anywhere used in stock market for buying and selling share, system displays real time stock information from BSE/NSE
As system engineer involved into analysis, development, hands on development, testing & deployment.
Technology stack: **C#, Visual J++, COM, WFC, XML** technologies, VS.Net GUI, VSS 6.

OOPs, Delegate event handlers, classes, objects, Infragistics controls like sky bar tool bar, calendar controls, complex data grid controls **Description:**

- It aimed to automate whole trading system. It handled all trading related operations performed by the traders.

  C# business components developed are: Authentication: RSA (Remote Server Authentication) Logic, Messaging and Communications components, data feed engine, central trading Engine (CTE).

- The online trading application runs in an OLTP environment as central application server and is part of the CTE. It has different components and terminals for different operations: Surveillance, MOP, WAP, SWIFT, Broker, Admin, Market maker, MOP, Surveillance, VOT, Report. Internet Trading System:

- The ITS web-based GUI terminal connects to the Web server. The http requests were processed in the internet application server and these use services from the tandem communication server and data router. UI Manager was built using factory class which create main MDI based on roles.

- Developed UI components: flexible market watch (Sync Fusion Grid), customizable toolbars & roll down menus (XP Explorer Bar, Sky Bound rebar), docked windows, customizable shortcut key mappings, alert agents, quick trades, theme support.

- Developed business components such as market watch (ticker grid control), technical charts (WFC control), broadcast messages (message ticker WFC control), indices & scrolling ticker (tickertape WFC control), technical analysis, triggers, script alerts, filter, trading.

Sep 2002-Oct 2003	NICE, India	Programmer

- The RA application was developed using Asp, VB, ADO, Win32, SQL server 2000, VSS technologies. RA automates announcement process railway station of S.E Railway. Programmed several components and modules such as user management, railway clerical information maintenance, messaging, information announcement, voice managements, query and report generation. The critical information announcement module announces about the current status of all the train passing at any time through that station in all or selected languages. .wav files were used for announcement. It displays correct information chart and announce required slogans randomly and also announce the railway rules as set. It integrates links to voice management module. Other components were master train data management, current train Info, language, slogan, railway rules.

Training & workshops:

o **CRM** 2015 Boot camp at Computrain, Nederland.

o **WCF** workshop in Colossal Software Technologies Pvt Ltd.

o **Microsoft Tech Ed 2005, 2006,2008,2s009,2010,2013,2015, 2017.**

o Microsoft MVC, Azure, SQL, C#, .Net technologies workshops ING @ Computrain, Nederland

o **Behavioural** training workshop**, Kaber Groep,** Breda

o Microsoft Developer Camp for **Cloud and Mobile computing**, Eindhoven.

o CRM 2011 boot camp at Koenig solutions.

o **Asp.Net MVC** framework workshop Microsoft **TechEd**.

o **Windows Communication Foundation** Development with Microsoft .Net 4 Framework course at Koenig.

o Accessing Data with Microsoft .**NET** Framework 4.0 at Koenig solutions.

o Digital **Marketing** course @NIDM Bangalore

o Workshop over Nederlandse taal en **Cultuur** in Fontys university Eindhoven.

o **PMP** Foundation and Practitioner course at ProjIT, Bangalore.

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Sushama Pradhan   Bangalore