

## **SURAJ ARVIND JAISWAR**

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## **PROFESSIONAL SUMMARY**

Senior Implementation Specialist with over 3 years of experience in enterprise software implementation, system integration, and client delivery across Asset Management, PO, and IT/Admin Ticketing platforms. Demonstrated expertise in leading large-scale implementations, database management, API integrations, and UAT execution. Proven ability to reduce implementation timelines, improve system adoption, and serve as a technical escalation point for enterprise clients. Strong communicator with leadership exposure and a client-centric delivery mindset.

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## **CORE COMPETENCIES**

- Enterprise Software Implementation
  - Asset Management & Ticketing Systems
  - Client & Stakeholder Management
  - Team Leadership & Mentoring
  - API & System Integrations
  - Database Management & Optimization
  - UAT Planning & Execution
  - Production Deployment & Support
  - Technical Documentation
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## **TECHNICAL SKILLS**

**Databases:** MySQL, PostgreSQL, SQL Server

**Servers & OS:** IIS Server, Linux

**Programming & Scripting:** Python, HTML

**Tools:** DBeaver, SQL Server Management Studio

**Other:** API Integration, Debugging, System Configuration

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## PROFESSIONAL EXPERIENCE

### FASTFACTS powered by NEWGEN

#### Senior Implementation Specialist | Dec 2024 – Present

- Lead end-to-end implementation of enterprise software solutions including Asset Management, PO Module, and IT/Admin Ticketing Module across test and production environments.
- Successfully delivered **30+ enterprise implementations** with a **98% on-time go-live success rate**.
- Act as **Team Lead**, providing technical guidance, mentoring team members, and ensuring adherence to implementation best practices.
- Reduced overall implementation cycle time by **25%** by introducing standardized deployment processes and documentation.
- Perform advanced **PostgreSQL database management**, including data corrections, performance optimization, and troubleshooting.
- Manage API integrations and ensure seamless interoperability between systems.
- Conduct UAT testing aligned with client-specific business requirements and acceptance criteria.
- Serve as the **technical escalation point** for complex integration and production issues.
- Prepare and maintain detailed technical documentation, user manuals, and implementation reports.

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#### Spine Technologies India Private Limited

#### Implementation Engineer | Jan 2022 – Dec 2024

- Implemented, configured, and maintained Asset Management software across multiple client environments.
- Managed **50+ enterprise and mid-scale clients** through onsite and remote engagements.
- Delivered high-quality technical support and issue resolution, earning multiple client appreciation emails.
- Worked extensively with **SQL Server Management Studio** for database operations and **IIS Server** for application hosting and configuration.

- Led full lifecycle software deployments, ensuring smooth integration with existing client systems.
  - Conducted structured end-user training sessions, contributing to a **30% increase in user adoption**.
  - Supported senior engineers and project managers in planning, execution, and delivery of multiple implementations simultaneously.
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## EDUCATION

**SRM Institute of Science and Technology | 2023 – 2025**  
**Master of Computer Applications (MCA)**

**Shree Shankar Narayan College of Arts, Commerce & Science | 2018 – 2021**  
**Bachelor of Computer Science**

**SGPA: 9.1**

**Vidya Varidhi Vidyalaya Jr. College | 2016 – 2018**  
**Higher Secondary (Science – IT)**

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## SOFT SKILLS

- Analytical & Problem-Solving Skills
  - Client Communication & Relationship Management
  - Time & Priority Management
  - Cross-Team Collaboration
  - User Training & Knowledge Transfer
  - System Configuration & Customization
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## CERTIFICATIONS

- **Microsoft Certification (AWS)** – Completion Certificate
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## ACADEMIC PROJECT

**College Notes Drive System**

- Designed and developed a centralized digital platform for managing academic notes and study materials.
- Enabled role-based access for students, teachers, and administrators.
- Implemented content approval, upload, download, and organization features.
- **Technology Stack:** Core PHP, JavaScript, Bootstrap, CSS