Personal Info

📞 7263938844

✉️ jssuraja999@gmail.com

Portfolio

[Website (Portfolio)](#)

Skills

- ⭕ Problem-solving
- ⭕ Teamwork
- ⭕ Client Relationship Management
- ⭕ System Configuration & Customization
- ⭕ PO Module (Implement)
- ⭕ IT/Admin (Ticketing module)
- ⭕ Leadership
- ⭕ System Configuration & Customization
- ⭕ Technical Documentation
- ⭕ Project Documentation with Timeline

Tech-Skills

- ⭕ MYSQL
- ⭕ IIS Server
- ⭕ postgreSQL
- ⭕ API Integration
- ⭕ Swagger
- ⭕ HTML

Suraj Jaiswar
Senior Implementation Engineer

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.

Work Experience

Senior Implementation Engineer, FASTFACTS Powered by Newgen
December 2024 - Present

- **Directed end-to-end enterprise software implementations** across Asset Management, PO, and IT/Admin Ticketing modules in both testing and production environments, ensuring seamless user transitions and a 98% on-time go-live rate across 30+ deployments.
- **Led technical execution and team performance** by serving as Team Lead, providing mentorship, enforcing implementation best practices, and acting as the primary escalation point for complex integration and production issues.
- **Optimized implementation efficiency by 25%** through the introduction of standardized deployment frameworks, structured workflows, and comprehensive technical documentation to enhance consistency and delivery speed.
- **Managed advanced PostgreSQL database operations and system integrations**, including data correction, performance tuning, troubleshooting, and API integrations to ensure stable, scalable, and high-performing enterprise environments.
- **Ensured solution quality and client alignment** by leading User Acceptance Testing (UAT), validating system functionality against business requirements, and developing detailed technical and user documentation to support long-term success.

Implementation Engineer, Spine Technologies Pvt Ltd
January 2022 - December 2024

- **Implemented and optimized Asset Management solutions across 50+ client environments**, tailoring configurations to meet unique organizational requirements while ensuring stability, scalability, and performance.

○ Fixed Asset
Management Solution

○ Github

- **Managed end-to-end software deployment lifecycles** for enterprise and mid-sized clients, overseeing system integration, SQL Server database management, and IIS hosting to ensure seamless implementation with minimal operational disruption.
- **Delivered high-impact technical support and client engagement**, providing both onsite and remote assistance, resolving complex issues promptly, and consistently earning client recognition for responsiveness and solution effectiveness.
- **Enhanced user adoption by 30% through structured training programs**, conducting comprehensive end-user sessions that improved system utilization and maximized return on investment for clients.

Education

MCA, SRM University
January 2023 - February 2025

Bsc. Computer Science, Shri shankar Narayan College Of Art's and Science
July 2018 - April 2021

Certification

Project Management (PMP)

PowerBI Workshop

Hobbies

Playing Chess
Reading Books
Watching Documentary Movies