SANJAY KUMAR

+91 7838487497

mr.sanjayadav@gmail.com

Git-hub: https://sanjaykumar139.github.io/skumar

Online Resume: https://github.com/sanjaykumar139

Professional Summary:

▪ **13 Yrs.** of experience, 9+ Yr. in Product Development and 4 Yr. in Product Support.

▪ Lead software product development with complete ownership of translating actionable items for the software team.

▪ Hands on .Net Core, Node js, Microservice, Web API, SQL, No SQL, Azure, DevOps etc.

Employee: Taazaa Tech Pvt. Ltd., Noida, India | **Designation**: Technical Lead | **Duration**: June 2023 till Present

Key Functional Accountabilities Handled Through Career

▪ Production Support Specialist	▪ Senior Specialist	▪ Migration/Upgradation	▪ System Documentation
▪ Architect/ Environment setup	▪ Database Administrator	▪ Cloud Technologies	▪ SRE
▪ Testing	▪ Security/OWASP	▪ Automation	▪ Testing
▪ Technology Consulting	▪ Innovation .	▪ Technical Lead	▪ Product Manager
▪ Program Manager	▪ Team Management	▪ Digitalization	▪ Client Engagement & Delivery Management

Technology Worked:

• Technology: C#, .Net Core, Node js, Nest js, Web API, SQL, No SQL	• Angular JS
• Docker, Kubernetes Deployment	• Multithreading,
• SOAP, WCF, Web API, Graph Query, GRPC	• Microservices
• Node js	• No SQL DB, Mongo DB
• PowerShell automation	• Integration
• Azure Cloud	• Redis cache, RabbitMq, MassTransit, Kafka streaming
• Devops, pipeline & Integration	• Rest api with .Net core 6
• Agile & Scrum	• International Customer Tech support
	• Git

Domain Worked:

• Employee ERP, School ERP, WFMS(work force), Telecom, Analytics & Reports, Loyalty, Airport, Travel, Payment, E-commerce, Rental Mgmt.

Certification: Microsoft **Azure Developer** Specialist, in year 2018

✓ Certified in **.Net technology** from NIIT, Delhi in the year 2012.

✓ Certified in Advance .Net technology in the year 2013.

✓ Certified by ClickSoftware as Associate **Consultant** for ClickMobile v8.1

✓ Certified by ClickSoftware as Associate **Consultant** for ClickSchedule v8.1

✓ Certified by ClickSoftware as Associate **Developer** for ClickMobile v8.x

✓ Certified by ClickSoftware as Associate **Developer** for ClickSchedule v8.1

Amdocs Certified: Automation Using AI & ML certified, DevOps Certified, Krish/Ginger Certified (RPA tool)

Education: B.Tech (Computer Science, 2007-11), MDU University, Rohtak

Project #1 Innago | **Online Rental Property Management Application** (US)   June 2021 - Present

Detail- Innago application allows you to create applications, screen tenants, sign leases, collect rent, manage work orders, organize financials, communicate with tenants etc.

Role- Tech Lead/ Manager/ Development

• SaaS based Rental Mgmt System

• Microservice - events, pub-sub, redis, kafka

• .Net Framework, .Net Standard & .Net Core based mobile and web application

• Window service for Job running

Technology Used: .Net Core 6, .Net Framework, C# 10, Bitbucket, DevOps, Entity Framework, ORM, Node, SQL, MYSQL, NOSQL, JavaScript, Web API, LINQ, Node.JS, OOPS, MassTransit, Microservice, RabbitMQ, Elastic Search, Redis cache, Docker, SignalR, DDD(Domain Driven Design), TDD (Test Driven Design), Clearn architecure, API gateway(ocelot) and Identity server, Solr, Nunit etc.

Project #2 Adani Super App | **B2C Mobile and Web Application**   Nov 2021 - June 2023

Detail- A super-app is a mobile or web application that can provide multiple services including e-commerce payment and financial transaction processing, that embraces many aspects of personal and commercial life.

Role- Tech Lead/ Manager/ Development

• Hands-on Tech Lead/ Tech Architect with the ability to inspire product development teams.

• Lead software product development with complete **ownership** of translating **actionable items** for the software team.

• Created Solution Design and Architecture using Dot Net Technologies

• Exposure to the building and deployment of dot net solutions on GCP and AZURE clouds.

• Experience architecting, designing, and coding high performance, scalable applications.

Responsibilities-

• Responsible for delivering end-to-end application design and architecture for the client's application and solutions.

- Tackling complex tech challenges and enhancing existing products.
- Developing new modules, enhancements to existing modules, bug fixes to existing modules, performance enhancements, and other internal development tasks
- Creating technical solutions and software architecture for new solutions using Microsoft Technologies such .Net core, .NET Framework, MS SQL, Visual Studio, Web API Framework etc.
- Worked on different modules like Web solutions, Mobile Applications, Database, Analytic tools with .Net
- Implement the Cloud native development for AWS, GCP, AZURE and DevOps
- Part of the overall DevOps journey (GitHub, Build, deployment on Cloud native services, scaling, code reviews, test automation etc.)
- Good communication and presentation skills to deliver strong business case to roles, addressing potential concerns, outlining the business strategy.
- Good leadership skills to collaborate with a cross functional team of skilled enterprise architecture teams and business leaders

Loyalty Project-
- Worked on Loyalty Engine like Capillary and Customer Inspire (CI)
- Managed the Online, Offline and various 3rd party systems to integrate.
- Wrapper & Integration with LOB Airport, DutyFree, Pranaam, Cab Booking, F&B, Offline Business, Adani Electricity, Adani Gas, Adani Reality
- Handled the legacy Loyalty points system and integrated with the newly developed system.
- Communicate and connect the Loyalty system with multiple application like- mobile, web, airport app, sitecore, database, Legal system, content team, PoS system, offline application, online application.

Loyalty Module-
- Lead Management • Loyalty & Rewards • Customer segmentation • 360 customer view • Journey builder • Acquisition, growth, retention
- Loyalty payment Gateway • Referral Loyalty • Coupon Manager • Redemption Catalogue • Merchant Connect • Co-branded Loyalty
- Campaign Manager • Points exchange platform • Business Analytics-Reports • Customer Data Platform • Retail, Airline Industry

Tech Modules Handled-

• Development-	• Finance tracking & loss deduction
• Integration	• New System on-boarding
• Frontend	• Delivery
• Database	• Change Approval Management
• Network	• Team Handling
• Offline Architect	• Project Handling
• Cloud	• Microservice
• Monitoring & Logging	• CHRUN & Reconciliation
• Performance Management	• Devops
• Customer On-boarding	• CDP, Azure Synapse
• Customer Support	

Other Projects -
- **Adani Order Restructure**
Module- Loyalty with Promo
Technology used: Node js, Nest Js, Controller, Module, Dependency injection, Middleware, guard, ORM, TypeORM, Prisma, Task Scheduler, Bull Dashboard, Microservice, Events
- **Azure Dashboard Logs**
Module- Order Flow
Technology used: Angular 12, Typescript, controller, module, dependency injection, middleware, NgRx, Reactive Form, Rxjs
- **Adani Fulfillment Program**
Module- Loyalty with nestjs
Technology Used: Nest js, Prisma, MongoDB, HTTP client, Task scheduler
- **Production Mongo Log Viewer**
Module- Datatable view
Technology Used: Angular 14, Typescript, Http service,

Other Task- Reports, Legacy system Integration, Azure CI/CD host, Azure logs, web job, Dutyfree, Pranaam service, Flight booking, Refund, Partial refund, Future reconciliation, Mobile app, Web app etc.

Technology Used: .Net Core 6, .Net Framework, C# 10, Nodejs, Github, DevOps, Entity Framework, ORM, Dapper, Nuget Pkg- Log4net, Scheduler Job, Serilog, Automapper, Architect Level Design, Product Architecture, Design Analysis, Node, SQL, MYSQL, NOSQL, JavaScript, Web API, LINQ, Node.JS, OOPS

Project #3 Izenda Business Intelligence Reporting (US) | **EMBEDDED ANALYTICS & REPORTING**   June 2019 – Nov 2021
Detail- Embedded business intelligence, visual analytics, Self-service BI platform, integrated BI and analytics, Reports, Dashboards, Visualizations. Izenda is the leader in embedded analytics & powerful BI.
Role- **Integration Lead (TL)** .Net technologies   **Responsibilities**-

- Customer Service: Provided technical support across the globe like- US, UK, Australia, SriLanka, Sweden etc.
- Hands-on Tech Lead/ Tech Architect with the ability to inspire product development teams.
- Lead software product development with complete **ownership** of translating **actionable items** for the software team.
- Solid understanding of the practical application of agile development methods and leading software development teams in an **Agile/Lean/Continuous Delivery environment**.
- Understanding of the issues businesses face and experience working with them to create robust, scalable, elegant, flexible and relevant software solutions that truly transform industries.
- Analyze, design, develop and customize business applications with a thrust on designing **Product Architecture**.
- Guide and **mentor** the reporting team and create high performing technology teams.

- Strong technical background in designing and building **complex** enterprise applications.
- A **Humble** personality with competence to gain trust and the ability to build strong professional **relationships** with clients and business leaders quickly.

Technology Used: .Net Core 3/2, React, Angular, MVC, .Net Framework, C# 8, Github, BitBucket, DevOps, Entity Framework, ORM, Dapper, Nuget Pkg- IronPython, Log4net, Scheduler Job, NewtonSoft, Nancy, Syncfusion Architect Level Design, Product Architecture, Design Analysis, Node, SQL, MYSQL, NOSQL, Data Structure, JavaScript, jQuery, Web API, LINQ, Node.JS, OOPS

Project #4 Astro DTH (Malaysia) | **Work Force Management System**	May 2017- June 2019

Detail- Astro DTH is based on the Work Force Management system (WFMS). ClickSoftware is used to run WFMS. Astro has provided services to over four million subscribers.

Role- **Team Lead (TL)** Dot Net Developer/Support | ClickSoftware Developer | Click Associate Consultant   **Responsibilities**-

- Monitoring & supporting **24×7** production.
- Application **Troubleshooting, Research, Performance Monitoring, Identify** potential problems.
- Migrated end-to-end functionality of WFMS clicksoftware from version 8.1 to 8.3.
- Implementation of new code and **redevelopment**
- Collaborated with **onsite/offshore** development.
- The Job includes **Application Troubleshooting, Research user issues, Performance Monitoring, Identify potential problems and solutions**. Following the applicable Escalation Matrix, Application testing, Assist with User acceptance process, Vendor Relationships, Prioritization of tasks & Cross team communication.
- Planning and Execution of application database **Purging/ Re-Org /Rebuild activities** and their lifecycle. Set a plan for critical activity Database Backup and Restoration using Export/Import.
- Managing & Planning **Disaster Recovery** (DR) system Setup for applications.
- Identifying and implementing new processes within the team to **increase productivity**.
- **User Documentation and Training** for end user usage and to ensure Operational continuity.
- The Job includes studying, identifying, and implementing **Automation solutions** to ensure error free Application operations with minimal manual intervention.
- Collaborated with onsite/offshore development resources from delivery partners to develop & test integrated solutions
- Experience in **upgrading/migrating to cloud** applications.

Technology: Clicksoftware 8.3, Asp.Net, C#.Net, MS Visual Studio 2010, Oracle 11g, Scriptsharp, Silverlight, Jquery, Wcf, Xml, Html

Project #5 Airtel Telemedia | **Full Stack Developer**	Feb 2015- May 2017

Detail- Provide organizations forecasting planning, scheduling, mobile **workforce management**, and customer communication in order to boost productivity and increase customer satisfaction, while decreasing overall service costs.

Role- Dot Net Developer | ClickSoftware Developer | Click Associate Consultant

- Work with Visual Studio 2010 to **debug C# code** and with the Chrome development tools to debug JS code
- Resolving fatal system errors in production, analyzing the problem using **memory dumps, performance logs, SQL queries and traffic capture**, providing root cause analysis and suggested solution.
- Finding **the root cause** through debugging and log analysis, categorizing it as a product bug or implementation bug.
- Participate in all phases of the software lifecycle with an emphasis **on architecture, technical solution implementations, upgrades, customization**, configuration, enhancements, and migration.
- Resolve **complex technical issues** on the ClickSoftware cloud while maintaining the customers frequently updates on progress and utilizing knowledge and resources to deliver an efficient and effective resolution.

Responsibilities:

- **Software Installation & Maintenance-**
  Installing and recover the corrupt SO machine by registry cleaning and regular check of any critical error try to prevent it, To make system error free.
- **Developing-**
  Develop the server/client/integration/web service and mobile program according to the BSS, by developing maintain the code scalable and robust.
- **Up gradation-**
  At regular interval, installing the patch in the system to make system more functional by take caring of all activity like backup, restoration etc.
- **System Requirement/Documentation-**
  At earlier stage gather the requirement from the client and developed HLD, LLD document by following them.
- **Production& Development setup-**
  Setup **60** production machine server and **15** development machine server. Installing all the necessary software including SO structure and SO administrator tool, Mobility studio etc.
- **Database Administrator-**Regular check-up the session, process, memory usage in Oracle and Sql Database. Analysing query who takes longer time, index issue and query response time. Creating/ Deleting Users/Schema/Database according to requirement. Taking regular backup using Data pump export/import command.
- **Database Developer-**
  Complex query for analysing the program flow and to find the root cause of the problem. Creating table, index, trigger, constraints according to program requirement.
- **System Network-**

IP address and mac address binding to development and production environment. Port and connectivity to each system to server. Firewall security, Tcp/Ip, UDP protocol, Maintain the policy and guideline.

- **Repository**-
  Maintain version of develop program on regular basis on the Clear-case version control system. Manage stream, merge and make it error free.
- **Testing**-
  Regular do the integration/system/individual program testing. Check the mobile app in android/windows and tablets for its layout/Design etc.
- **Security**-
  IIS security, authentication policy/Ldap integration/Server Certificates implementation etc.
- **Debugging & Troubleshooting**-
  Regular check the Event Viewer/Integration/IIS/Database logs for error, try to debug and troubleshot to make system error free.
- **Job/Batch File**-
  Making batch file according to project requirement like-daily DB backup batch file, Incoming/outgoing integration process time duration, batch file for finding logs into 60 machines etc.
- **Monitoring Web Application**-
  Develop the web application in AngularJS and REST api according to the project requirement.

Click Tool use:

• Service Optimization Structure	
• Service Optimization Administrator	Click Mobility Studio
• Click Mobileweb Client	Click Web Client
• Click Configuration Mgmt. Tool	Click Analyze Report

Environment: CLICKSOFTWARE **8.2**, ASP.NET, C#/VB.NET, MS VISUAL STUDIO 2010, ORACLE 11G, SQL SERVER 2008, SCRIPTSHARP, SILVERLIGHT, JQUERY, WCF, XML, HTML, AngularJS, REST api, Bootstrap, Kendo UI etc.

Other Project

Title: Airtel DTH (WFMS)	**Role**- Dot Net Developer | Full Stack Developer	July 2015 to Jan 2017
Title: Airtel Transition Program (From IBM to Amdocs)	**Role**- Dot Net Developer | Technical Expert	July 2017 to Sept 2017
Title: Vodafone (WFMS)	**Role**- Dot Net Developer	Jan 2017 to May 2017
Title: Revenue Cycle Management (US Healthcare)	**Role**- Dot Net Developer	Oct 2014 to Feb 2015
Title: Eportal (Employee Portal)	**Role**- Dot Net Developer	Oct 2013 to Sept 2014
Title: EduTrak System (Complete Education Portal ERP)	**Role**- Dot Net Developer	Oct 2012 to Sept 2014

Previous Work Experience:

- Adani Digital Lab., Gurgaon. (Nov 2021- June 2023) as Manager (Technical Architect)
- Fullcycle Pvt. Ltd., Gurgaon. (June 2019- Nov 2021) as Senior Software Developer
- Amdocs LLP, Gurgaon. (May 2017- June 2019) as Software Support Specialist
- Tata Consultancy Services Ltd. (Mar 2015- May 2017) as System Engineer
- DynPro Business Solution Pvt. Ltd. (Nov 2012- Aug 2014) as Dot Net Developer

Achievement:

- Performance bonus, Appreciation Certification, Best Team Award, Best Web Portal.
- **DOB**: 01-01-1990, **Passport**: Yes, **Hometown**: Faridabad (Haryana)

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