

SHIVAM DHAGAT

Team Lead

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PROFESSIONAL SUMMARY

7+ years Engineering Lead delivering scalable enterprise apps with .NET Core, C#, ASP.NET Core, Web API, Angular, and SQL Server. Expert in solution architecture, microservices, CI/CD, AWS, and SQL tuning. Leads teams, modernizes legacy platforms, and aligns engineering with clear business outcomes.

TECHNICAL SKILLS

Programming Languages: C#, Groovy

Frameworks: .NET Framework 4.8, .NET Framework 4.7, .NET Framework 4.6, .NET Framework 4.5, .NET Framework 4.0, Entity Framework Core, SignalR, gRPC

Frontend: Angular, HTML, JavaScript

Backend: .NET Core, ASP.NET Core, ASP.NET MVC, Web Forms, Web API, RESTful APIs

Tools: Visual Studio 2022, Visual Studio 2019, Visual Studio 2017, Visual Studio 2015, VS Code, SSMS, Postman, SoapUI, Jenkins, Git, GitHub, GitLab, Docker, Jira, Zoho, Confluence, Swagger, Fiddler, SQL Profiler, ServiceNow, Selenium

Databases: MS SQL Server 2022, MS SQL Server 2019, MS SQL Server 2017, MS SQL Server 2014, MS SQL Server 2008, PostgreSQL

Platforms: Windows 11, Windows 10, Windows 8.1, Windows 8, Windows 7, Windows XP, AWS, Azure

Methodologies: Agile, Scrum, CI/CD, Microservices Architecture, Clean Architecture, API-first

Library: jQuery, JSON, Ajax, Angular 20, Jenkins

Others: Dependency Injection, SSO, Exception Handling, Logging, Telemetry

PROFESSIONAL EXPERIENCE (7+ YEARS)

Team Lead, Developer, Scrum Master | Globant Pvt. Ltd. | Pune | May 2024 - Present

- Led a team of 4 developers across 3 enterprise applications to elevate delivery velocity and code quality.
- Architect and enforced API-first and clean architecture patterns to improve modularity and testability.
- Upgraded authentication to MFA/token-based flow integrated with SSO, enhancing security and user experience.
- Built CI/CD with Jenkins and Git, reducing deployment time by 40%.
- Introduced microservices for critical modules, reducing downtime by 35%.
- Owned production support and incident response, lowering MTTR by 45%.
- Drove stakeholder alignment, contributing to 20% faster roadmap delivery.
- Led stakeholder-aligned roadmap delivering a 12% client renewal rate increase in 6 months, lowering churn and boosting profitability

Technologies Used: .NET Core (.NET 6-8), C#, ASP.NET MVC, Web Forms, Web API, SQL Server, Angular, Jenkins, Git, AWS, Angular 20, Jenkins

MVC developer, C# developer, Selenium Java developer | Cognizant | Pune | Sep 2022 - May 2024

- Built scalable services with C#, ASP.NET MVC, and Web APIs to strengthen business workflows.
- Designed database solutions with MS SQL Server and PostgreSQL to ensure integrity and performance.
- Automated tests using Selenium and Groovy, increasing coverage by 30%.
- Improved reliability via robust exception handling, retries, and structured logging, reducing incidents by 20%.
- Collaborated in Agile using Jira, improving predictability and on-time delivery by 22%.
- Developed streamlined deployment and testing processes that increased onboarding completion by 18%, cutting customer support costs by \$42k annually.

Technologies Used: C#, ASP.NET MVC, ASP.NET Core, Web API, MS SQL Server, PostgreSQL, Selenium, Jira

Web APIs Developer | Tata Consultancy Services | Indore | May 2021 - Sep 2022

- Developed secure RESTful Web APIs adhering to coding standards and best practices.
- Resolved Jira tickets for data fixes and defects, reducing backlog by 32%.
- Led Scrum ceremonies for a period, improving team cadence by 20%.
- Implemented authentication, validation, and telemetry to enhance reliability by 25%

- Optimized RESTful Web API client calls using caching and parallel requests, reducing average latency to 120ms.
- Negotiated bulk API usage with an external partner, reducing monthly API costs by 18% (~\$28k), freeing funds for feature development.

Technologies Used: C#, ASP.NET Core, Web API, MS SQL Server, Jira

Web APIs and Web Developer | InfoBeans Pvt. | Indore | Dec 2020 - May 2021

- Built **web interfaces** and APIs for medical domain modules focused on usability and compliance.
- Managed **database fixes** and schema changes, improving query performance by 35%.
- Deployed APIs and web code to client servers, automating steps to save 6 hours per week .
- Clarified **requirements** with stakeholders, cutting rework by 25%.

Technologies Used: C#, ASP.NET MVC, Web API, JavaScript, MS SQL Server

Web Application Developer | Softude Ltd | Indore | Jul 2018 - Nov 2020

- Developed **user-centric** web applications to simplify flows for first-time users.
- Integrated **address APIs** to auto-resolve suburb data, reducing entry errors by 30%.
- Authored **technical design documentation** and operational guides.
- Coordinated with PMs and QA to ensure timely releases, improving on-time delivery by 20%.

Technologies Used: C#, HTML, JavaScript, jQuery, JSON, Ajax

PROJECTS

Run Application (RMS, TCC and SPS) | Globant Pvt. Ltd.

Education management RUN applications spanning RMS, TCC, and SPS modules, focused on scalability, modernization, and secure access.

- Led **full-stack development** with ASP.NET MVC, Web Forms, C#, .NET Framework/.NET Core, and SQL Server to deliver scalable modules, improving throughput by 30%.
- Built and consumed **REST APIs**, modernized legacy components, and implemented **Dependency Injection**, reducing defect density by 25%.
- Optimized complex SQL using **CTEs and indexing**, cutting query latency by 40% across SPS, RMS, and TCC.
- Migrated authentication to **MFA/token-based** flows integrated with a Java-based SSO, lowering login failures by 45%.
- Managed **Jenkins CI/CD** pipelines for automated deployments, saving 8 hours per week in release effort.
- Provided production support via **ServiceNow** and Jira, sustaining uptime at 99.8% with proactive issue resolution.

KPN Serviscope | Cognizant

Network management solution improving operational visibility and system performance.

- Spearheaded **scalable apps** using C#, ASP.NET MVC, and Web APIs, accelerating core processes by 28%.
- Designed database solutions with **MS SQL Server** and **PostgreSQL**, improving data integrity and performance by 35%.

SMD (Barloworld) | Tata Consultancy Services

Vehicle management platform supporting buying, selling, and repair operations.

- Developed **API functions** and modules requested by the client, improving release quality by 22%.
- Resolved **Jira tickets** for data fixes and software bugs, reducing open issues by 30%.
- Facilitated **Scrum meetings** and served as Scrum lead for a period, increasing sprint predictability by 30%.

IQVIA (ITR Module) | InfoBeans Pvt.

Medical domain application enabling interactions between doctors and pharmaceuticals.

- Developed **application interfaces** and APIs, improving user task completion rates by 25%.
- Managed **database updates** for data fixes, reducing query time by 40%.
- Deployed APIs and web code to client servers, shortening release cycles by 20%.

Veloz Legal (Web Application) | Sofiude Lmt

Web platform for selling legal documents and providing attorney assistance.

- Built **intuitive web experiences** so first-time users could operate without documentation, improving onboarding by 35%.
- Integrated an **address API** to auto-populate suburb details, reducing manual data entry errors by 30%.
- Created **technical design documentation** and areas designed for modification, enhancing maintainability by 25%.

UBReality (Web Application) | Lmt

Real estate website for listing, renting, and buying properties.

- Wrote and tested **code**, refining as necessary, decreasing defects by 20%.
- Authored **operational documentation** to support users and admins, reducing support requests by 18%.
- Monitored **systems** to enable self-learning features, improving user engagement by 22%.
- Worked closely with **project managers** and quality analysts to deliver on time, increasing schedule adherence by 20%.

EDUCATION

B. Tech (CSE) | 2014- 2018

Truba Institute of Information Technology, Bhopal (RGPV, Bhopal) | india

XII | 2013 -2014

Kendriya Vidyalaya Damoh (Madhya Pradesh) | *Damoh, Madhya Pradesh*

X | 2011- 2012

St. Johns Sr. Sec. School Damoh (Madhya Pradesh) | *Damoh, Madhya Pradesh*

CERTIFICATIONS

- MTA HTML5 Application Development Fundamentals - Microsoft (License F469-1392)

INTERESTS

- Generative AI
- Automation

ACTIVITIES

- Participated in hackathons and built an AI chatbot using AWS Lex Bot.
- Learning Gen AI and automation.
- Participated in blood donation camps.

LANGUAGES

- Hindi
- English

PERSONAL DETAILS

- Father's Name: Mr. Veerendra Dhagat
- Mother's Name: Mrs. Chanchala Dhagat
- Nationality: Indian
- Gender: Male