

SANDEEP CHATTERJEE

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PROFILE SUMMARY

Experienced Web Developer and Process Specialist with a decade of expertise across diverse sectors, adept at consistently exceeding client expectations. Actively pursuing software and web development roles to leverage my skills and experience.

TECHNICAL SKILLS

Programming Languages: Java, PHP

Web Technologies: HTML, CSS, JavaScript, React

Frameworks and Libraries: ZK, Spring Boot

Build Tools: Maven

Databases: MySQL, MongoDB

Version Control: Git, GitHub

Development Tools: IntelliJ IDEA, Eclipse, Visual Studio Code

Web Servers: Apache Web Server, Apache Tomcat, WebSphere Application Server

Operating Systems: Microsoft Windows, Linux

Productivity Software's: Microsoft Office Suite

ITIL Ticketing Tools: Service Now

Software Testing and Debugging

EXPERIENCE

Technical Process Specialist

Oct 2020 – Present

Infosys BPM Ltd.

Bangalore, KA

- Supported a wide range of technical tools and products, including Microsoft Windows OS, Microsoft Office 365 Suite, SharePoint, Active Directory, VPN clients, Citrix VDI, PKI, and PingID Identity & Access Management.
- Consistently achieved a high first-call resolution rate of 90% and above for all incoming incidents, while maintaining SLA compliance.
- Received positive feedback from customers and stakeholders for providing exceptional service and support, resulting in increased customer satisfaction scores of above 85%.
- Enhanced the onboarding process by coaching and training over 20 new hires and process executives on service desk products and procedures.
- Strengthened the incident management process by implementing best practices, cutting response time from 2 hours to 30 minutes, and accelerating resolutions.
- Identified areas where self-service solutions could be implemented to reduce repetitive support requests, thereby improving operational efficiency.

Senior Executive

Oct 2015 – Jun 2020

247.ai

Bangalore, KA

- Programmed credit card terminals & point of sale systems.
- Participated in the full software development life cycle, from requirements gathering to deployment and ongoing maintenance.
- Oversaw the upkeep and enhancement of current websites by addressing technical problems, introducing new functionalities, and guaranteeing adherence to compliance and security standards.

Mark-Up Conversion Executive

Mar 2014 – Jul 2015

Learning Spiral Pvt. Ltd.

Kolkata, WB

- Worked with in-house teams to translate design concepts into engaging web interfaces, employing PHP, HTML, CSS, JavaScript, and responsive design techniques to ensure visual appeal and interactivity.
- Efficiently extracted, verified, and converted RTF/HTML files to XML/ePub formats for numerous large-scale publishing projects, ensuring accurate data transformation and meeting project timelines consistently.
- Performed quality assurance checks and ensured that all data underwent validation of formatting and error detection before publication, leading to a 95% and above accuracy rate and alignment with industry standards, regulatory requirements, accessibility guidelines, and metadata standards.

Software Developer

Aug 2013 – Sep 2013

*SSU Software Lab**Kolkata, WB*

- Worked on front-end development tasks, including user interface enhancements and responsive design.
- Collaborated closely with experienced developers to code and troubleshoot PHP applications.

Service Support Engineer

Sep 2012 – Jan 2013

*Synergy System Solutions**Kolkata, WB*

- Created a Linux-based web application using the Java & ZK framework to support a client's real estate and land development operations.
- Led a small team in the development of the Subscriber Management System module, overseeing the creation of a web application using the Java & ZK framework within a Linux environment.

Software Engineer

Nov 2011 – May 2012

*UshaComm India Pvt. Ltd.**Kolkata, WB*

- Collaborated with internal teams to create and improve Java-based web applications, actively participating in the incorporation of new functionalities and bug fixes.
- Effectively managed the source code and configuration of 3 core Java software applications simultaneously, demonstrating proficiency in utilizing code versioning tools such as GitHub to ensure smooth collaboration and efficient development workflows.
- Offered comprehensive assistance to development teams, guaranteeing that code modifications and configuration enhancements remained current, achieving an alignment of 95% and above with organizational standards.

Associate - Direct Tax

May 2010 – Nov 2011

*PricewaterHouse Coopers**Kolkata, WB*

- Delivered exceptional technical support to the US Corporate Tax Team, ensuring the seamless and efficient functioning of vital tax web applications, resulting in a 99.5% and above application uptime and a 20% increase in team productivity.
- Effectively upheld PwC's security policy by rigorously maintaining security controls, policies, and procedures, resulting in a 100% compliance rate and a strengthened security posture.

EDUCATION**West Bengal University of Technology**

Kolkata, WB

*Master of Computer Applications**Aug. 2006 – July 2009*

AWARDS & RECOGNITION

Ideation Campaign Champion: Received an award from the Infosys Knowledge Management Team for winning the Ideation Campaign, recognizing exceptional contributions to knowledge sharing and innovation.

SOFT SKILLS**Communication****Interpersonal Skills****Team Management****Client Relationship Management**