SANDEEP CHATTERJEE

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PROFILE SUMMARY

Experienced 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, Node.js
Frameworks and Libraries: ZK, Spring Boot, Lombok
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
Infosys BPM Ltd.

Oct 2020 – Present
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
247.ai

Oct 2015 – Jun 2020
Bangalore, KA

- Programming and Troubleshooting credit card terminals & point of sale(POS) systems like Verifone, Pax, Ingenico, First Data.
- Captured troubleshooting procedures, actions, and resolutions for future reference via the ETC (Electronic Ticket Capture) tool.
- Maintained a consistent track record of handling a substantial volume of 250+ weekly inbound customer calls, successfully resolving issues and addressing concerns related to payment processing while maintaining the SLA.
- Provided floor support, supervision, and coaching to more than 50 new hires, ensuring a smooth transition and promoting their proficiency in job responsibilities.

Mark-Up Conversion Executive
Learning Spiral Pvt. Ltd.

Mar 2014 – Jul 2015
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
SSU Software Lab

Aug 2013 – Sep 2013

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
Synergy System Solutions

Sep 2012 – Jan 2013

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
UshaComm India Pvt. Ltd.

Nov 2011 – May 2012

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
PricewaterHouse Coopers

May 2010 – Nov 2011

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
Master of Computer Applications

Kolkata, WB

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.

Best Agent Award: Received the prestigious Best Agent award by 247.ai for demonstrating outstanding performance and customer service excellence.

SOFT SKILLS

Communication
Interpersonal Skills
Team Management
Client Relationship Management