

Gurpreet Singh

Email : gurpreet.singh_89@outlook.com

Mobile : +91 8589898914

DOB : 18th Sep 1989

Linkedin : <https://www.linkedin.com/in/gurpreetsingh89/>

Portfolio : <https://gurpreet-singh89.github.io/gurpreetsingh/>

Solution Architect | Product and Technology Executive | Coder with conscience | Mentor | Tech Evangelistic | Tech Enthusiast

PROFESSIONAL SNAPSHOT

- A BSc.IT(Honors) graduate from Andhra University with 8.7 years of experience in IT diversified in Development , process improvements, operations support and driving success in **Customer Service, Customization, Integrations, Implementation, Administration, Developer, Release/Configuration Management**.
- Describing the structure, characteristics, behavior, and other aspects of software to project stakeholders.
- Defining features, phases, and solution requirements.
- Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches.
- **Create concepts for how the application will look, what the modules will be, and how they interact with each other.**
- **Decide how things will scale for the future and how they will be maintained.**
- **Calculate the risk in third-party frameworks/platforms**
- Help businesses in finding a solution to a business problem.
- **Trained and Mentored** co-workers.
- **Proven Scrum Master.**
- Preparing & compiling **Sales Pitch** involving **end-to-end solution responses** for **RFP's/ RFI's/ Pro-active leads** to deliver solutions.
- **POC executions & demonstrations** – Development, Execution/Delivery Management, Technical Management.
- **Estimations, Resource Planning & Transformation Roadmaps.**
- Excellent **Analytical Skills** with strong interpersonal, oral & written communication capability.
- Domain experience in **Automobile, Manufacturing, eCommerce.**
- Dedicated to **Highest Level of Customer Satisfaction.**
- Knowledge and experience in **Process improvement, Development and Implementation.**
- Hands on experience gaining **Management adoption** and **Commitment to new processes** and **Objectives.**
- Ability to work within a **Diverse, Performance based Team Environment.**
- Detail oriented and able to handle the **Pressure of Competing Priorities.**

TECHNICAL SKILLS

Line of Technology	Skills
Programming Languages	C#, dotNet, Asp.Net, C#, MVC, Web-API Restful Services, Microservices, API-Led Integrations & API Management
RDBMS	MySQL, Redis, Mongo, CouchDb
Technologies	Google Maps
Scripting Languages	JavaScript, PHP, Html, CSS, JQuery, Python
CRM's	Oracle Service Cloud
IDE	Visual Studio, Visual Code
Monitoring Tools	Akamai, Grafana
Analytics Tools	Google Analytics, Oracle RightNow Analytics, Power BI
Content Management System	Serena Dimensions, Vignette
Bug Tracker	Jira
Project Management	Jira
Containers	Docker, Kubernetes
Cloud	AWS, Azure
Mobile	Ionic 4

PROFESSIONAL EXPERIENCE

Companies	Designation	Duration
Vertisystem Pvt. Ltd	Solution Architect	Dec 2018- Present
MakeMyTrip Pvt. Ltd	Technical Lead	Aug 2016-Nov 2018
Speridian Technologies Pvt Ltd., Trivandrum	System Analyst → Senior System Analyst	Nov 2014-Aug 2016
Qspear Consultancy Services, Noida	Software Engineer	May 2014-Nov 2014
TCS, Hyderabad	Process Associate	Nov 2011-May 2014
IBM, Vizag	Intern	May 2011-Nov 2011

CURRENT RESPONSIBILITIES**Solution Architect**

- Finding the best tech solution among all possible to solve the existing business problems.
- Describing the structure, characteristics, behavior, and other aspects of software to project stakeholders.
- Defining features, phases, and solution requirements.
- Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches.
- Create concepts for how the application will look, what the modules will be, and how they interact with each other.
- Decide how things will scale for the future and how they will be maintained.
- Calculate the risk in third-party frameworks/platforms
- Help businesses in finding a solution to a business problem
- Preparing & compiling Sales Pitch involving end-to-end solution responses for RFP's/ RFI's/ Pro-active leads to deliver solutions.

ORGANIZATION EXPERIENCES**ORGANIZATION****Vertisystem Pvt. Ltd**

Nov 2018 – Currently Working
Job Title : Solution Architect
Role : Project Manager



CORE RESPONSIBILITIES






Solution Architect

- Create tailored views of software architectures to appropriate stakeholders.
- Maintains control over the architecture lifecycle parallel to the project's software development lifecycle.
- Facilitates planning, tracking and scheduling software deliverable.
- Interact with clients, product managers, and developers in order to envision, model and provide initial models and designs that can be built.
- Review the code to ensure the quality of the design by avoiding complexity, advocating clarity and to do this with the team.
- Choosing the technologies for the implementation of each component and connections between the components.
- Mentoring various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches.
- Implementing various tool and techs to diversify operations.

PROJECTS HANDLED

RESPONSIBILITIES

- Leading Different teams for different clients
- Mentoring teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches.

Client	Line Of Business	Client	Line Of Business
	Nucleonic Devices		Client Services
	Security Products		Beauty Supplies
ReportWorkBench	Microservices Provider		Online Travel

ORGANIZATION

MakeMyTrip Pvt. Ltd

May 2014 – Nov 2018

Job Title : Assistant Manager
Role : Technical Team Lead



CORE RESPONSIBILITIES

Team Lead

- Follow the project through to the successful adoption of the solution
- Form and test hypotheses based on a methodical examination of detailed evidence
- Design and implement robust systems and processes, running an efficient and organized operation
- Undertakes complex analysis and traces performance implications through complex data, or in dealing with complex situations

- Customized reporting and objects within RightNow to ensure tool met and exceeded business needs for tracking metrics.
- created integration between RightNow system and other applications.
- creating custom workspaces, custom reports, profiles, account, chat
- queues, email configuration, and business rules.
- Worked on Business Rules, Workspaces and Workflows, Knowledgebase management and Process Designer
- Created Add-ins to generate fields dynamically on the Workspace/Agent script based on service categories.
- Combined Business Rule and CPM to route the Incident to the proper agent and escalate accordingly.
- Worked on a custom widget and model to dynamically create a form on Customer Portal based on service categories.
- Worked on syndicate widget to allow end-users to chat directly from Client website without coming to actual portal
- Being a technical trouble-shooter for new members in the team.
- Created Web based Applications , Window Services, Addins in C#.

ORGANIZATION

Speridian Technologies Pvt Ltd

Nov 2014 – Aug 2016



Job Title : System Analyst
Role : Team Lead



RESPONSIBILITIES

- Lead a Team of 2 for the Project PMI
- Configuration and Development for the Agent Console and Customer Portal.
- Team Lead for Myntra.com Project.

PROJECTS HANDLED

RESPONSIBILITIES

- Experienced RightNow CRM Administrator / Developer / Consultant / Release / Configuration Management.
- Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM.
- Managed all the Call Center operations end to end with primary responsibilities of Knowledge Management, Requirements Elicitation & Business Modeling, and Process Improvement, Establishing metrics, and supervising Call Center agents.
- As part of Problem Management Team, well versed in Service Level Agreements, Root Cause Analysis, Service Desk liaison & CRM applications.
- Skilled in User Interface Specifications, Documenting Requirements and Project Planning.
- Created and ran a lot of critical reports and dashboards.
- Keep up-to-date with the latest product road map to make recommendations on how to leverage to improve agent efficiency.
- Responsible for all Upgrades and Integrations.
- Single point of contact for Managing RightNow related Changes.

Client	Line Of Business
 Myntra	Online Fashion Retail
 BEACHBODY <i>Decide. Commit. Succeed.®</i>	Fitness Portal

ORGANIZATION

QSpear Consultancy Services (QCS)

May 2014 – Nov 2014

Job Title : Software Engineer
Role : Team Lead



RESPONSIBILITIES

- Oracle Service Cloud Cloud CRM Capability Team Lead.
- Capability Building and Training Resources.
- POC's Building and Client's Presentation.
- CRM's Requirement Gathering, Designing Process and Implementation.
- Industry Best Practises Implementor.
- Working with the Pre Sales team for new projects.

ORGANIZATION


TATA Consultancy Services (TCS)

Nov 2011 – May 2014

Job Title: Process Associate



Role:Team Lead

Client	Line Of Business
 FCA FIAT CHRYSLER AUTOMOBILES	Auto Manufacture

RESPONSIBILITIES

- Experienced RightNow CRM Administrator / Developer / Consultant / Release / Configuration Management.
- Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM.

- Managed all the Call Center operations end to end with primary responsibilities of Knowledge Management, Requirements Elicitation & Business Modeling, and Process Improvement, Establishing metrics, and supervising Call Center agents.
- As part of Problem Management Team, well versed in Service Level Agreements, Root Cause Analysis, Service Desk liaison & CRM applications.
- Skilled in User Interface Specifications, Documenting Requirements and Project Planning.
- Created and ran a lot of critical reports and dashboards.
- Keep up-to-date with the latest product road map to make recommendations on how to leverage to improve agent efficiency.
- Responsible for all Upgrades and Integrations.
- Single point of contact for all the activities.

OTHER CONTRIBUTIONS TOWARD ORGANIZATION

- Worked with TCS RightNow COE.
- Designed web Applications using the RightNow to showcase our strength to Oracle what we are capable of and bringing Business into the TCS.
- Part of Internal COE team for Chrysler.
- Worked with the Different portfolios across project.

ACHIEVEMENTS

- Reduced 30% of the call volume by extensively improving the knowledgebase content, product and categories, access levels and RightNow search, so that dealers can self-help themselves.
- Improved First call resolution rate by referring Knowledge Base, correct routing of troubled tickets, regular review of knowledge base articles and timely creation of articles for new application changes.
- Received Client Appreciations and Awards for demonstrating the ability to master new tools & technologies quickly, and capability to rapidly identify the root causes and provide solutions which helped the client to improve their Call Centre performance.
- Attendee of various Applauses from Customer for resolving their issues for best of their satisfaction.
- Appreciations from Sr. Management of Organization and client for the Strategy and Planning.
- Implemented Live Chat Functionality for Direct connection between Dealers and Agents which is again restricted to US.
- Implemented Guided Assistance Which reduced the time of resolving queries from dealer.
- Introduced new functionalities in Customer Portal which gave the Business from the other Customer Portals.

PROJECTS

- Designed Guided Assistance for various process flows involved in the sales.
- Redesigned Customer Portal
- Live Chat for Customer Portal
- Improved Functionalities in Customer Portal
- Integration of Social Media(Facebook and Twitter) and Google Maps with RightNow CX Console
- Integration Between RightNow with Siebel for Updating Contacts and Incidents
- Integration between RightNow with TTTS(Trouble Ticket Tracking System) System
- Development of Mobile Customer Portal

POC's done in RIGHTNOW Technology at COE (CENTER OF EXCELLENCE) and PROJECT level

- Development of Mobile Portal for DealerCONNECT.
- Integration of PayPal with Customer Portal.
- Single sign-on for Customer Portal.
- Bug Tracker for internal project.
- Conversion of Site into multilingual platform.
- Integration of InQuira Search Functionality with RightNow Customer Portal.

Awards

- Energy To Deliver
- Spotlight Recognition
- Best Team
- SuperShine
- Many other appreciations from the client in order to deliver the projects within the deadlines and not missing Any SLA

ORGANIZATIONAL DETAILS

International Business Machine (IBM)

May 2011 – Nov 2011

Job Title: Intern



Job Description:

- Worked as an Intern for 7 Months.
- Learned JavaScript, HTML, CSS Technologies and Developed the Web Portal for Internal Project for HDFC.

Awards

- STAR (SUPER TALENTED ACHIVEMENT AWARD)
- Appreciation from Management team for delivering the project on time.