



# Gurpreet Singh

## Solution Architect

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### PROFESSIONAL SUMMARY:

- Techno-Functional professional with Domain Experience in **Automobile, Manufacturing, eCommerce.**
- 8+ Years of experience in diversified Development, process improvements, operations support and driving success in **Customer Service, Customization, Integrations, Implementation, Administration, Architecting Solutions, Release/Configuration Management.**
- Mentored various teams in terms of Requirement gathering phase / Architecting solutions / Technical glitches ensuring team excellence and individual resource performance.
- Participated in **Sales Pitch** involving **end-to-end solution responses** for **RFP's/ RFI's** to deliver solutions.
- Well Versed with **System design/Architecture, Design Patterns and Principles.**
- Experience in **creating technology division from scratch, spinning up multiple segments** including: **Dev, DevOps, Infra and Product Teams.**
- Created **Estimations, Resource Planning & Transformation Roadmaps.**
- Excellent assertive communicator: leverage technical, business and financial acumen to communicate effectively.
- Knowledge and experience in **Process improvement, Development and Implementation.**
- Hands on experience gaining **Management adoption** and **Commitment to new processes and Objectives.**
- **Self-driven, proactive, and results-oriented.**

### EDUCATION:

BSc. Graduate in Computer Science from Andhra University (2007-2010)

### TECHNOLOGIES:

- **Programming:** C#, dot Net, Asp.Net, C#, MVC, Web-API, Restful Services, Microservices, API-Led Integrations & API Management, Python, GO
- **Patterns & Principles:** OOAD, SOLID, API Composition, Event Sourcing, Pipe and Filter, Eventual Consistency using Messaging, Layered Architecture Patterns, SOA, Microservice Architecture Drivers, Dockerization & Containerization Architectures.
- **Architectural Pattern:** Layered pattern, Client-server pattern, Master-slave pattern, Pipe-filter pattern, Broker pattern, Peer-to-peer pattern, Event-bus pattern, Model-view-controller pattern, Blackboard pattern, Interpreter pattern
- **Databases:** MySQL, Mongo, Cassandra, Influx DB
- **CRM:** Oracle Service Cloud
- **System Components:** Oracle RightNow Analytics, Power BI, ELK, NLog, RabbitMQ, Grafana, Prometheus, Spark, Kafka
- **DevOps:** Bitbucket/Gitlab CI/CD, Jenkins, Docker, Kubernetes
- **Cloud:** Azure
- **PPM / AGILE Tools:** JIRA, Trello, Confluence
- **Supply Chain Management:** Resource Planning, Detailed Scheduling, Operation management
- **Learning Pipeline:** Angular, React, Redux
- **Architectural Study:** Architecture Design, Design Research

## CERTIFICATIONS & TRAININGS:

Machine Learning for Business Professionals  
Oracle RightNow CX Cloud Service Pre-Sales Specialist  
Oracle RightNow CX Cloud Service Sales Specialist  
Oracle RightNow CX Cloud Service Support Specialist

Pursuing Scrum Master Certification  
Pursuing Azure Cloud Architect

## PROFESSIONAL EXPERIENCE:

### Vertisystem Global Pvt. Ltd (Dec 2018 - Present)

**Role:** *Solution Architect*

**Skills:** Architect, Microservices, DevOps, Agile and Kanban Dev Frameworks, C#, Python, Restful API, dotnet Core, Dockers, Kubernetes, Cassandra, Influx Db, Spark, Kafka, Supply Chain management, Project management, Scrum Master, Azure, GO, GraphQL, GraphDb, Oracle service Cloud, ELK, Prometheus, Grafana, CI/CD Pipeline, Confluence, React, Nodejs, Design Research

#### Projects:

- Cross-Platform Mobile app for MakeMyTrip
- Implementation of MICROSOFT 365 from GOOGLE SUIT.
- Implementation of Internal Infrastructure.
- Implementation of DevOps from Scratch for ReportWorkBench
- Implemented Azure Chat bot
- POC's for Projects like Facial Recognition and Automated Cricket Commentary.
- Implemented Workflows, Business Rules and created Add-ins in Oracle Service Cloud for NDC and Infoblox.
- Data 360 Dg. View
- Modernizing Application, converted Monolith Application to Microservices.

#### Clients Managed:

- NDC
- INFOBLOX
- MakeMyTrip
- Sally Beauty
- Rational Corp.
- ReportWorkBench

#### Key Accomplishment:

- **Screened resumes and interviewed** resources for the team for both onsite and offsite team augmentation.
- Successfully implemented MS O365.
- Created Phase wise budgets for infrastructure and elevated the same.
- Created DevOps infrastructure for ReportWorkBench.
- Mentored Various interns and fellow members for their Projects.
- Successfully Engineered POC's and demonstrated the AI/ ML based Projects like Face-Recognition, Automated Cricket Commentary, Recommendation Engine, and Chat-Bot.
- Successfully Implemented the solution to overcome the Licenses issues faced by a client, which saved ~90K per Year.
- Prepared scrum metrics like **burndown charts, velocity charts, estimation accuracy %, resource loading** etc. for getting a quantifiable status of the portfolio for better decision making. Facilitated sprint planning, daily standups, **sprint reviews, sprint retrospectives** and release planning.
- Participated in architectural sessions and provide solutions to complex problems.
- Implemented core design components with software development best practices.
- Created and developed system applications utilizing standard concepts, practices and procedures.
- Worked closely with different groups like product, business analyst, quality assurance, and project management resources throughout delivery of solutions.
- Mentored and supported other members of the team (both on-shore and off-shore) in completing tasks and meeting objectives.
- Created, reviewed and approved business, functional and technical design specifications for transaction processing applications.

- Defined the technical roadmap and managing the end-to-end delivery in capacity of a Solution Architect & Program Manager for the project.
- Designed technical solutions and architectures, presales, Agile methodology and implementing modern engineering practices leveraging Cloud Platforms, Microservices, Containerization architectures, CICD & DevOps.
- Prepared documents for Sales Pitch involving end-to-end solution responses for RFP's/ RFI's to deliver solutions.

#### **MakeMyTrip (Aug2016–Nov2018)**

**Role:** *Tech. Lead*

**Skills:** Oracle Service cloud, C#, JavaScript, PHP, OSC Analytics, Socket Programming, .Net Framework, YUI, HTML, CSS, Restful API

**Projects:**

- CallDrivers for Customer Care
- Fill-In Box (Incident Allocation Engine)
- Workspace Validations Rules workflow
- Development of Chat and Integration with Workflows.

**Key Accomplishment:**

- Designed and implemented the robust systems and processes, running an efficient and organized operations.
- Customized reporting and objects within RightNow to ensure tool met and exceeded business needs for tracking metrics.
- Created integrations between RightNow system and other applications.
- Created 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.

#### **Speridian Technologies Pvt Ltd @Trivandrum (Nov2014–Aug2016)**

**Role:** *Senior System analyst and Subject Matter Expert*

**Skills:** Oracle Service cloud, C#, JavaScript, PHP, OSC Analytics, Socket Programming, .Net Framework, YUI, HTML, CSS, Supply chain Management.

**Client:** Myntra

**Projects:**

- Logging Framework for Oracle Service Cloud
- CTI (Computer Telephony Integration)
- Implemented Customer Knowledgebase
- Implemented Customer Knowledgebase and self
- Implemented the auto assignment of Tasks and the auto re-assignment of incidents.
- Enabled Surveys to measure the customer satisfaction.
- Implemented Marketplace and Alteration Helpdesk
- Implemented the logic for Look Good

**Key Accomplishment:**

- Improved the Change Management Cycle which resulted in reduction in projects crossing deadlines.
- Improved the stability of the system by 90%.
- Upgraded the Oracle Service cloud.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Created helpdesk for all the technical and functional issues faced by Customer care agents.
- Improved the workflow of the call standards by which the TAT increased from 30% to ~70%.
- Provided methodologies for object-oriented software development and efficient database design.
- Recommended architectural improvements, design solutions, and integration solutions.
- Architect-ed, designed and developed several new Interfaces required for the support.
- Developed business critical interfaces.

- Monitored and gather metrics to validate and improve quality of support on a daily basis, i.e. average hold time, call duration, time to closure, first call resolution, customer satisfaction, etc.
- Identification of opportunities to increase the value added-services to client by doing surveys, interviews and brainstorming sessions.

#### **QCS @Noida (May2014-Nov2014)**

**Role:** *Software Engineer*

**Skills:** Oracle Service Cloud Techno-functional

**Key Accomplishment:**

- Oracle Service Cloud Capability Building and Training Resources.
- Created POC's and product Presentation for Pre-sales.
- Designed strategic plan for component development practices to support future projects.

#### **TCS @Hyderabad (Nov2011-May2014)**

**Role:** *Business process associate*

**Skills:** Oracle Service cloud, C#, JavaScript, PHP, OSC Analytics, .Net Framework, YUI, HTML, CSS

**Client:** Fiat- Chrysler

**Projects:**

- DealerConnect Portal redesign
- DealerConnect Chat Services
- Improving Search Functionality for Customer Portal
- Improving DealerConnect Map's for Customers
- Implemented 18 Different interface for Global markets
- Conversion of flowcharts into Guided Assistance.

**Key Accomplishment:**

- Customization, portal design and upgrades in Oracle Service Cloud (RightNow CX).
- Development of Chat and email features for the help desk operations using OSC that reduced the turnaround time and has helped reducing calls abandoned.
- Designed and deployed customer portal pages and widgets using PHP and JavaScript.
- Integrated of RightNow CRM with different systems.
- Development of Customized Reports, Critical reports and dashboards.
- Working with 3 primarily responsible for supporting the OSC solution, Knowledgebase management and process documentations Management of Help Desk Operations for US, Canada, Mexico and International markets.
- Designing and creation of Guided Assistance to improve agent efficiency and decrease AHT.
- Incident Review and Audit meetings with Business Customers to increase Call Centre efficiency.
- Version Up-gradation.
- Facilitate weekly meetings with team leads covering topics such as forecast variance, upcoming projects, training needs and making staffing recommendations.
- Development of business cases, business plans, and business requirement documents. Documented and designed new operations and procedures manual.

#### **IBM @Vizag (May2011-Nov2011)**

**Role:** *Intern*

**Skills:** HTML, CSS, JavaScript

**Projects:**

- HDFC Life care

**Client:** HDFC

**Key Accomplishment:**

- Learned JavaScript, HTML, CSS Technologies
- Developed the Web Portal for Internal Project for HDFC.

## References:

- **Gene Bond** - Executive Director at iiSM.ORG - <https://www.linkedin.com/in/gene-bond/>
- **Sandeep Rana** -Technical Specialist at Speridian Technologies-<https://www.linkedin.com/in/sandeep-rana-a7444475/>