

# Gurpreet Singh

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

## PROFESSIONAL SNAPSHOT

- Technology professional with 8.7 years of experience in Technology, 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.**
- **Describe how things will scale for the future and how they will be maintained.**
- 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** to deliver solutions.
- Well Versed with **System design/Architecture, Design Patterns and Principles**.
- **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#, dot Net, Asp.Net, C#, MVC, Web-API, Restful Services, Microservices, API-Led Integrations & API Management
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
RDBMS	MySQL, Redis, Mongo, CouchDB
Scripting Languages	JavaScript, Html, CSS, jQuery, Python
CRM's	Oracle Service Cloud
IDE	Visual Studio, Visual Code
Monitoring Tools	Grafana
Messaging Tools	RabbitMQ, Redis
Analytics Tools	Oracle RightNow Analytics, Power BI

Logging Tools	ELK, NLog
Bug Tracker	Jira
Project Management	Jira
Automation	DevOps, CICD, Jenkins & AWS CICD Pipeline, Docker, Kubernetes
Cloud	AWS, Azure
Mobile	Xamarin
Frontend Tech (Self Learning, In-progress)	React and Redux

## PROFESSIONAL EXPERIENCE

Organization	Location	Designation	Duration
Vertisystem Global Pvt Ltd.	Indore	Solution Architect	Dec 2018- Present
MakeMyTrip Pvt. Ltd	Gurgaon	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

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

#### Professional Responsibilities






- Help businesses in finding a solution to a business problem
- 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.
- Leading Different teams for different clients.
- Describing the structure, characteristics, behavior, and other aspects of Product 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.
- Describe how things will scale for the future and how they will be maintained.
- Preparing & compiling Sales Pitch involving end-to-end solution responses for RFP's/ RFI's to deliver solutions.
- Designing technical solutions and architectures, presales, Agile methodology and implementing modern engineering practices leveraging Cloud Platforms, Microservices, Containerization architectures, CICD & DevOps.

#### Delivery Management

- Interacting with various customer stakeholders to understand the requirements, challenges and proposing suitable solutions.
- Defining the technical roadmap and managing the end-to-end delivery in capacity of a Solution Architect & Program Manager for the project.
- Account Growth – Improving customer satisfaction and building a strong customer relationship
- Risk identifications, planning for mitigation and alarming the same to appropriate channels as part of early warning process
- Coordinating with internal teams for planning/execution and track the overall delivery process.
- Ensuring the compliance of deliveries as per the agreed quality norms.

## Software Development & Implementations

- Discovering the use cases/Requirements gathering & analysis.
- Creating WBS & estimations.
- Designing technical architectures and component designs in compliance to design principles.
- Designing and development of Web applications & middle-tier components – RESTful Services, Controllers & Messaging interfaces.
- Designing the workflows, exploring opportunities for process optimizations & presenting the same to relevant authorities / stakeholders.

Clients handling	Line of Business	Client	Line of Business
	Nucleonic Devices		Client Services
	Security Products		Beauty Supplies
ReportWorkBench	Microservices Provider		Online Travel

## Additional Activities & Recognitions

- Worked for TCS's COE (Center of Excellence)
- Was part of COE team for Chrysler
- Conducted and mentored folks on Oracle Service Cloud
- Received Best Team Award from Vertisystem.
- Received Multiple Awards from TCS
  - Energy to Deliver
  - Spotlight Recognition
  - Best Team
  - Super Shine
- Received Multiple award from IBM
  - STAR (SUPER TALENTED ACHIVEMENT AWARD)
  - Appreciation from Management team for delivering the project on time.

## Projects

<b>Project</b>	<b>Converted Monolith to Microservices</b>
<b>Company</b>	Vertisystem
<b>Technology</b>	React and Redux, ASP.NET Core, Azure
<b>Role</b>	Lead (Team of 5)
<b>Description</b>	Client had an existing application which they wanted to redevelop to high Performance with Enhanced UI experience.
<b>Problem</b>	Client had the existing application which was used by the Casinos for their daily record maintained. Now this application was so old that there was no room to add new features as the technology version was very old and many modules were now obsolete.
<b>Solution</b>	<p>We took this Monolith Architecture application and suggested to create the same on Microservice architecture. We took 2 months to Analyze, Study and to come to the conclusion that we will go with the following approach</p> <ol style="list-style-type: none"><li>1. We broke the different single clustered service into different pieces having separate database each (Microservices Architecture).</li><li>2. We decided to do this as web-based application so that it will be platform independent.</li><li>3. We Also implemented the Multi-tenant Architecture so that the client will have more control over the application.</li><li>4. Application was hosted on cloud for seamless Access to deliver high performance.</li><li>5. Front end of the application was designed on the React and Redux with ASP.NET Core as backend as Client wanted to be on .NET Stack.</li></ol>

<b>Project</b>	<b>Data 360</b>
<b>Company</b>	Vertisystem
<b>Technology</b>	Salesforce, Oracle EBS, Oracle Service Cloud, AWS S3, Ionic, C#
<b>Role</b>	Lead (Team of 5)
<b>Description</b>	Client has different Types of Customer data stored in different location they want to view customers data in one place
<b>Problem</b>	Client has different Types of Customer data stored in different location they want to view customers data in one place. With Different view for different consumers (Departments). By this they want to remove their limitation to access different databases
<b>Solution</b>	<p>We created a Datalake</p> <ol style="list-style-type: none"><li>1. If the data was of Streaming type then we sent the data directly to Spark Streaming and from there to EMR cluster (Spark) to RedShift.</li><li>2. If the data was Engineering data or the IT data then it was pushed to Kinesis firehose then it was pushed on Amazon S3, where we created 3 Zones of data landing zone, curated Zone and Consumption zone then data was pushed to EMR Cluster from there to Amazon Redshift.</li><li>3. Once this was done, we created an interface on web services on C# which was then consumed by Mobile and Web pages.</li></ol>

<b>Project</b>	<b>Chatbot with Azure</b>
<b>Company</b>	Vertisystem
<b>Technology</b>	Azure Services, C#, ML.Net
<b>Role</b>	Lead (Team Of 5)
<b>Description</b>	Purpose of this project was to provide an assistant that will answer the queries in the off hours of the company
<b>Problem</b>	Company was losing business when the agents had off and no one was there to server the customers. In order to avoid the loss of the business Chapple of flowers as us to implement the same.
<b>Solution</b>	<p>Customer wanted this project to be built on their native stack that is .net. In response to that we created the bot with following functionalities.</p> <ol style="list-style-type: none"> <li>1. Chatbot covered different business workflows including <ul style="list-style-type: none"> <li>○ Payments Flow</li> <li>○ Confirmation Flow</li> <li>○ Cart's Flow</li> <li>○ User Details and Destination details</li> <li>○ Adaptive Cards for <ul style="list-style-type: none"> <li>▪ To show useful Information</li> </ul> </li> </ul> </li> <li>2. We did created lots few Prediction Models like <ul style="list-style-type: none"> <li>○ Sentiment Analysis</li> <li>○ SPAM Detection</li> <li>○ Recommendation System</li> <li>○ Demand Prediction</li> <li>○ Customer Segmentation</li> <li>○ Recommendation Engine</li> </ul> </li> <li>3. This project was completely deployed by using CI/CD pipeline <ul style="list-style-type: none"> <li>○ Project Versioning was done by GitHub</li> <li>○ CI/CD pipeline deployment through Azure.</li> </ul> </li> <li>4. We kept quite a few data points which were used for different purposes Like <ul style="list-style-type: none"> <li>○ Session Statistics and Sales Conversion Statistics</li> <li>○ Logs were converted to more meaningful stats or reports</li> <li>○ Chat Audit log contained complete transaction of chat from initiation to end</li> <li>○ Bad Experience UX Detection</li> </ul> </li> </ol>

<b>Project</b>	<b>Fill-In Box (Incident Allocation Engine)</b>
<b>Company</b>	MakeMyTrip
<b>Technology</b>	C#, Oracle Service Cloud, PHP, OSC Analytics, OSC
<b>Role</b>	Developer (Single handed Project)
<b>Description</b>	Improve the Existing feature of Incident distribution system
<b>Problem</b>	Incidents or Ticket allocation was done perfectly by the oracle Service cloud however MakeMyTrip wanted to do this in more refined way to increase the productivity of the agents and to give faster resolutions to the customer
<b>Solution</b>	<p>It was very tough job to change this functionality as this functionality was native to OSC and they do not allow to mess with it when I figured this out and then introduced below few changes</p> <ol style="list-style-type: none"> <li>1. Created a Column Ranking which will store the rank of every incidents that was coming into the system.</li> <li>2. Created a Cron which was ranking every incident based on few Dimensions like Traveling date, Booking Date, Category, Age.</li> <li>3. Once the rank was allocating then According to the inbox capacity of the agent it was pushed into their Queue.</li> </ol>

<b>Project</b>	<b>CallDrivers</b>
<b>Company</b>	MakeMyTrip
<b>Technology</b>	C#, Oracle Service Cloud
<b>Role</b>	Developer (Single handed Project)
<b>Description</b>	This was created in Oracle Service Cloud as an Add-in. Main job of this add-in was to do Data validation from different systems.
<b>Problem</b>	Throughout the system, Agents were disposing the calls with absurd information in the call documentations. it contained Abbreviations, short hands sometime wrong Booking ID's etc.
<b>Solution</b>	I figured this out and found a solution to create an add-in that will do different types of Validations on record save, this ensured that data which they are feeding is well documented. Later on, many features were added to this add-in like <ol style="list-style-type: none"> <li>1. Validation of data from different sources.</li> <li>2. Sending data to different databases for line records.</li> <li>3. Generating Data for the services like Double black and Moneyback.</li> </ol>

<b>Project</b>	<b>Single Sign-On for Oracle Service Cloud</b>
<b>Company</b>	MakeMyTrip
<b>Technology</b>	Active Directory, PHP, JavaScript, C#, Oracle Service Cloud
<b>Role</b>	Developer (Team of two)
<b>Description</b>	Purpose of this project was to secure the logins and data of Oracle Service Cloud, also whenever Agent leaves company his account locks automatically so that he cannot be able to access his CRM account from Outside
<b>Problem</b>	There were More than 500 + Agents on the floor who used Oracle Service Cloud. <ol style="list-style-type: none"> <li>1. Biggest issue was maintenance of the Logins, Deactivation of Accounts</li> <li>2. Licenses exceeding Daily Login cap was increasing.</li> </ol>
<b>Solution</b>	We developed the below features to overcome the above problems <ol style="list-style-type: none"> <li>1. Integrated Oracle Service Cloud and AD so that we will have the updated Status of the Active Employee.</li> <li>2. All the profile management was done from the Active Directory not from the OSC.</li> <li>3. WE created a Cron (Windows Service) which deactivates the users in OSC who were not active (Logged Out) from the Oracle Service Cloud. this saved our licenses.</li> <li>4. As soon as Agent hits the login button our services checks the status of the Agent in the AD, then creates a random password which is send to login into the OSC.</li> </ol>

<b>Project</b>	<b>CTI (Computer Telephony Integration)</b>
<b>Company</b>	Myntra
<b>Technology</b>	C#, .Net framework, Socket Programming, Oracle Service Cloud
<b>Role</b>	Developer (Single handled Project)
<b>Description</b>	The purpose of this project was to pop data of customer in front of Customer care agent whenever customer calls in.
<b>Problem</b>	The earlier version of this Project was not able to persist data, because of which agent was not able to fetch the data and use to lost ample amount of time on the call.
<b>Solution</b>	I created the Complete Project from scratch in C# which was able to persist the data and added few robust features that were lacking in the old version of this project. few of them are mentioned below. <ol style="list-style-type: none"> <li>1. Online Logs (Can check the logs of any system just by going on to a port, UDP logging)</li> <li>2. Check the basic requirement of the PC before starting the Oracle Service Cloud.</li> </ol>

3. Email logs, this actually sends the complete call information to the Admin, Agent and their TL's so that no data is lost and same time admin checks the error which is send in the mail.

<b>Project</b>	<b>Designing Logging Framework for Oracle Service Cloud</b>
<b>Company</b>	Myntra
<b>Technology</b>	C#, oracle Service Cloud
<b>Role</b>	Developer (single handed independent project)
<b>Description</b>	Wrote a logging framework for Add-ins in OSC
<b>Problem</b>	Whenever developers Writes some functionality as an extension in oracle Service Cloud, they always have to write custom logs with limited functionality as Writing this functionality in add-ins in OSC is bit difficult to manage.
<b>Solution</b>	<p>I created a .Net solution which after compiling was converted to a DLL. After including that DLL in the solution, one needs to extend it and start working. It had the following features</p> <ol style="list-style-type: none"> <li>1. UDP logging to Port</li> <li>2. Writing logs to Oracle Service Cloud Table or MySQL Table</li> <li>3. Log Size Archiving.</li> <li>4. Email Support, if needs to send the logs to mail.</li> </ol>

<b>Project</b>	<b>DealerConnect Portal redesign</b>
<b>Company</b>	TCS
<b>Technology</b>	HTML, CSS, JavaScript, Oracle Service Cloud, YUI
<b>Role</b>	Developer (Single handed Project)
<b>Description</b>	Client wanted to change the Content/ Customer care page that had very static data.
<b>Problem</b>	Client wanted to Reduce their TAT for the customer Queries and First call resolution
<b>Solution</b>	<p>After lots of Discussions with Chrysler stakeholders my solution to upgrade the page was accepted, once it was done, I have done / Added the below features.</p> <ol style="list-style-type: none"> <li>1. Introduction of product category widget in a tree format (It was created from scratch which was the integral part of the OSC CRM)</li> <li>2. Introduced the Google Maps to locate position of the customer in case he is raising query during Vehicle breakdown.</li> <li>3. Made page rendering Dynamic for different screens types.</li> <li>4. Updated the content that was displayed on the Page.</li> <li>5. Made the content available according to popularity.</li> <li>6. Content was tagged to SLA's According for different zone and same SLA was tagged to the Customer, so when they were logging into their account, they were able to see only their zone data.</li> <li>7. converted complex Workflows into Guided Assistance that was very easy to understand even by the customers.</li> <li>8. All the information from their Queries was displayed onto their portal, now they can login and see the status of their tickets.</li> <li>9. Integrated Twitter and Facebook with the oracle service cloud so that Chrysler can see what people is thinking about them and raise query directly from their Company page on twitter and Facebook.</li> <li>10. Google language was integrated with the content page so that if a customer knows French he can switch to French and navigate to content.</li> </ol>



<b>Project</b>	<b>DealerConnect Chat Services</b>
<b>Company</b>	TCS
<b>Technology</b>	HTML, CSS, JavaScript, Oracle Service Cloud, YUI
<b>Role</b>	Developer (Single handed Project)
<b>Description</b>	Implemented and Customized the Live Chat Functionality for Different Markets. This decreased the resolution time of the queries raised by the customer.
<b>Problem</b>	Client wanted to Reduce their TAT for the customer Queries and First call resolution and at the same time they want to segregate their chat services for different markets.
<b>Solution</b>	<p>DealerConnect had chat services however it was not customized to the way what they wanted; I did the following changes to cater the requirements.</p> <ol style="list-style-type: none"> <li>1. Created SLA as per Market zones and tagged Customer's Accordingly.</li> <li>2. On chat landing page using started using the SLA and redirected to the Queues that I created in OSC.</li> <li>3. Once this done then according to the Zone, they were routed to the respected agents' queues.</li> <li>4. Bifurcation to Queues was success, then Addition to zones I added Products and Categories and the type of Customers so that they can be served accordingly.</li> </ol>