**Gurpreet Singh  
Solution Architect**

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**PROFESSIONAL SUMMARY: TECHNOLOGIES:**

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| * **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 CICD, 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 |

* 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**.
* 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**.

**EDUCATION:**

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

**CERTIFICATIONS & TRAININGS:**

Machine Learning for Business Professionals Pursuing Scrum Master Certification

Oracle RightNow CX Cloud Service Pre-Sales Specialist Pursuing Azure Cloud Architect

Oracle RightNow CX Cloud Service Sales Specialist

Oracle RightNow CX Cloud Service Support Specialist

**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.  
**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 forSales 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 **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 brain storming 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/>