

NIKET GUPTA

1st April 1994

LinkedIn: [/Niket1994Gupta](#)

Mobile: +91 8087919541

+91 7798340395

E-mail: Niket.G@tcs.com

Current City: Pune

Computer graduate with over 4.5+ years of web development and application support experience, both technically focused and client oriented. I am looking for a career that is both challenging and rewarding.

CAREER HISTORY

TATA Consultancy Services Ltd.

29th Oct 2015 till current

Job Title: Technical Lead

1. April, 2017 – Till Date

Client: American multinational investment bank and financial services company.

Role: Technical Lead - L2 Application Support.

Description:

1. Operational Skills:

- Ensure coverage and support of all critical service management processes: Incident Management, Problem Management, Change Management, Application Enhancements
- Provide release management/configuration management-related input to Application Development and QA teams from test cycles to production
- Work with Application Development Management on daily workload automation schedule including upkeep of exclusion list
- Work closely with business and other teams to assist in the overall definition of support items and provide quick assistance to meet SLAs
- Perform system configurations, develop scripts and other technologies to automate business workflow, improve productivity, and reduce costs
- Manage and perform the business analysis work associated with change requests, projects and production issues. (Project Management, SDLC, Change Requests.)

2. Technical & Soft Skills:

- Intermediate Level Unix expertise – navigation, scripting, command level
- Debug and diagnose across a broad set of leading and diverse technologies (Pega, AngularJs, Java application)
- Experience with Autosys or other job scheduling system (Debugging failed job)
- Develop, implement and/or improve the application production support knowledge management repository(s)
- Experience working with monitoring tools like AppDynamics, Batch Monitoring Process, ZooKeeper, Sockeye
- Experience with application support and business operations in banking and financial services such as Account opening, support trading, client reference data handling
- Wrote python scripts to eliminate manual activity within team like monitoring OneUI instances, User Entitlements and daily RFB checks
- Used Service now template to automate mailing which includes daily efforts tracker, tickets with no closed notes and stale information, breached tickets, etc which were manual earlier

2. March, 2016 – April, 2017

Client: Irish–American commercial aviation financing and leasing company.

Role: Front-End Developer.

Description:

- Designed a fleet management website including UI elements and 8 templates with variety of conditions in multiple phases
- Developed application to assess JSON and XML for RESTful web services using JavaScript and BackboneJS
- Developed front-end web pages with HTML5, CSS3 and JavaScript
- Resolved browser compatibility issues, solving all conflicts for Firefox and IE users
- Designed web pages and applications that met business and users goals
- Liaised with customers to determine project scope and project timelines, which were rigorously adhered to without overspill
- Managed and created project plans while providing updates to senior team members and adhering to project timeframes

HOBBIES & ACCOMPLISHMENT

1. Promoted to Technical Lead within 2 years in project for continuous outstanding performance
2. Created RDP + Screen sharing server (similar like Google Stadia) to operate and play games when not around my desktop using Mobile or Secondary laptop
3. Developed Face and object recognition Android app using OpenCV, TensorFlow, Caffe, etc
4. Developed my own AI ChatBot to respond people over WhatsApp using NLTK, TensorFlow and other python modules
5. Concept tested to host website on Raspberry Pi which costs minimal than GoDaddy for small enterprises
6. Currently exploring: IOT using Raspberry Pi, new techniques of disaster recovery using AI, Cyclon (JavaScript framework for IOT and Robotics), in-process to understand implementation of CallJoy

ACADEMIC BACKGROUND

Bachelor In Computer Application	MIT ACSC	Year Completed: 2015
Maharashtra State Board – 12 th	Nowrosjee Wadia College	Year Completed: 2012
Maharashtra State Board – 10 th	Agrasen High School	Year Completed: 2010

VOLUNTEERING, SOCIAL ACTIVITIES & OTHERS

1. In 2015, appointed as Microsoft Campus Ambassador I have helded multiple webinars on the latest tech.
2. Volunteer for Eyes4Blind (non-profit college group) assisting specially abled people to write their exams
3. Volunteer in Blood donation campaign
4. Volunteer in all college Fest which included people management and task assignment
5. Participated in Inter-college competition named Avishkar to present new technology
6. Every year awarded for best dance in college fest