**Client Items & Deployment Engineer**

The **Client Items & Release Engineer** is responsible for configuration of application for new client, data migration, and reporting solutions while ensuring seamless software releases. This role involves **direct client interaction**, setting up new accounts, handling data conversion, developing custom reports, and providing ongoing support. Additionally, it oversees software deployment, release automation, and environment management using **Azure CI/CD tools**.

**Key Responsibilities**

**Client-Focused Responsibilities**

**Client Setup & Support**

* Configure applications for new clients, ensuring smooth integration into the system.
* Provide **technical support** to clients, troubleshooting issues and addressing system-related concerns.
* Act as a liaison between clients, offshore team, and internal teams to ensure seamless implementation.

**Data Migration & Conversion**

* Perform **data migration** and **conversion** to transition new clients to the system.
* Develop and execute **Excel-based custom uploads** to streamline data import processes.
* Ensure data integrity, accuracy, and compliance during migration.

**Crystal Reports Development**

* Design, develop, and maintain **Crystal Reports** tailored to client-specific needs.
* Ensure the accuracy, efficiency, and usability of generated reports.
* Optimize report generation by integrating the best practices in reporting and data analytics.

**Release & Deployment Responsibilities**

**Release Management**

* Plan and coordinate **software releases** across development, staging, and production environments.
* Define and maintain release schedules, ensuring **timely and error-free deployment**.
* Manage release branches and version control, tracking progress, and communicating updates.

**Build & Deployment Automation**

* Develop and maintain automated **CI/CD pipelines** using **Azure DevOps**.
* Configure build environments, manage dependencies, and integrate automated testing.
* Design and implement **deployment strategies** for various environments.

**Environment & System Management**

* Provision and maintain **testing and production environments**.
* Ensure configuration consistency across all deployment stages.
* Implement **rollback procedures** and mitigation plans for deployment failures.

**Monitoring & Troubleshooting**

* Monitor deployments for errors, performance bottlenecks, and unexpected behaviors.
* Investigate and resolve **deployment-related issues**.
* Analyze release metrics to identify **areas for process improvement**.

**Collaboration & Communication**

* Work **closely with clients** to address their requirements, resolve issues, and optimize solutions.
* Collaborate with **development teams** to ensure readiness for release.
* Partner with **QA teams** to manage testing and identify potential problems.
* Coordinate with **operations teams** to ensure seamless deployment and monitoring.

**Required Skills & Experience**

* **Client-facing experience** in system onboarding, support, and troubleshooting.
* Hands-on experience with **Crystal Reports development**.
* Hands on experience with **SQL Server** and **MySQL** for data processing, queries, and database management.
* Expertise in **data migration, and conversion**.
* Strong understanding of Azure DevOps, and **CI/CD pipelines**.
* Experience with cloud platforms (**Azure, AWS**).
* Knowledge of **Git version control** and repository management.
* Strong problem-solving, troubleshooting, and communication skills.