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| **NEHA BHARDWAJ**  *Result driven professional providing technical solution to optimize, enhance, and fulfil the clients’ requirement in the best possible way; targeting for managerial assignments in* ***Technical Support – SQL/Unix/Java | Application Design & Development*** *with a leading organization of high repute preferably in* ***Noida & Gurugram***  **: +91-9873678689**   :  **bhardwajneha2901@gmail.com** | | | |
| core24x24icons Core Competencies | knowledge24x24icons Profile Summary | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Technical Support – L2/L3/L4** | |  | | **Application Development & Support** | |  | | **Development in Java/J2EE/Spring/SpringBoot** | |  | | **ITIL4 & Operations Management** | |  | | **SOAP/REST API Service Executions, Resiber and Groovy Test Scripting** | |  | | **Requirement Gathering & Analysis** | |  | | **Incident/Problem Management** | |  | | **Apache & Tomcat Configuration** | |  | | **Change Management**    **Team Building & Leadership** | |  | | | * **Innovation-focused Technical Analyst** providing success of 5.5 years in fostering IT Technical Support, ITIL4 Foundation, Server Migration, Project Management, Service Management, Access Management, Change Management, Problem Management, IT Operations & Service Delivery Management * **Impressive experience using Java/J2EE, Multithreading, Design Patterns, Spring and SpringBoot** in design, development, implementation and testing of Client-Server, Web applications * **Experienced in SDLC** that includes Requirement Analysis, Design, Coding, Testing, Implementation, Maintenance with methodologies like Waterfall Model and Agile Methodologies * Experience in providing **L1/L2/L3/L4 support** **to several e-commerce** websites & gained understanding of the ITIL Framework * **Delivery success in REST/SOAP** API services execution, test documentation * **Problem solver with experience in** analysing risks, ensuring compliance to IT standards & designing secure solutions that support organizational objectives; competent in analyzing ecosystems to **identify risks** pertaining to IT operations, **business continuity readiness** & **process flaws** * **3 years onsite Professional excellence** in working closly with UK client * **Possess in-depth knowledge of design and development of web-based applications**, using Java, JDBC, SQL, Servlets, JSTL, JSP, XML, Java-API and Spring. * **Wealth of expertise entails in performing network/system troubleshooting** and transaction to analyse and resolve the endpoint problems both in test and production environments | |
| exp24x24icons Work Experience  **Since Jul’15 with Coforge Technologies Ltd., Delhi as Senior Software Engineer**  **June’20- Nov’20: Selling Services & Loyalty Program | Client: British Airways**  **Mar’19- Mar’19: Global Loyalty Platform | Client: British Airways**  **Jul’18- Mar’19: Regulatory Reporting Quality Assurance (RRQA) | Client: British Airways**  **May’18- Jun’18: General Data Protection Regulation (GDPR) | Client: British Airways**  **Jan’18- Apr’18: TSA PreCheck | Client: British Airways**  **Jul’15- Dec’18: BA Optimization Team | Client: British Airways** | | |
| Deputations  **Oct’20 - Present**  **Senior Software Engineer, Greater Noida**  **Jul’15- Dec’17**  **Software Engineer, Greater Noida**  **Jan’18 – Oct’20**  **Senior Software Engineer, UK** | | Technical Skills  Eclipse ide, Control-M, Oracle SQL Developer, Right Now, Jenkins, Service Now, Jira, Assyst, Splunk & Tortoise SVN, SOAP UI, Jmeter, Resiber, Jammy, FogLight and languages like Core Java, J2EE, Design Patterns, Spring, SQL, UNIX Shell Scripting, JSP, XML, HTML/CSS & Groovy Scripting |
| **Key Result Areas:**   * Showcasing excellence in: * Collaborating with cross functional teams and ensuring smooth running & checking of all jboss instances, apache & tomcat servers * Reporting all the issues encountered jobs failure, critical task and bottlenecks on a daily basis and sharing with the higher management for further analysis * REST/SOAP API execution & documentations by tracking data on Jira and sharepoint * Analysing & monitoring the batch jobs and logging the issues and troubleshooting all the failures, if any * Coordinating with all the internal & external team parties to resolve issues in timely manner * Fostering end-to-end bug fixes/enhancements activities including performing unit, system testing and release activities by providing peer-to-peer support * Providing post-implementation, application maintenance and enhancement support to the Stakeholders w.r.t the software application; ensuring all solutions are scalable, extensible & available from architecture standpoint * Ensuring seamless maintenance of the Java based application and database connectivity; monitoring JDBC Environment to ensure that jobs do not face any deadlock due to parallel threads or any network connectivity issue * Working and ensuring that the application’s SLA's are met for all ETL batch streams, environment * Reviewing issues created by business users & coordinating with third party vendors for issue/request related to -input file, -change in schedule of batch job, -Ad-hoc request * Mentoring production support teams for successful implementation and maintenance of solutions delivered * Monitoring project progress & outstanding issues and ensuring the quality & timeliness of the deliverables; preparing monthly dashboard, project health check metrics and participating in weekly Operational & Change Management Meetings * Administering operations with key focus on defining Service Level Agreements (SLAs), Standard Operating Procedures (SOPs); interacting with prestigious clients, business partners, industry leaders, vendors & other key stakeholders in the industry * Evaluating system architecture and provided recommendations by conducting root cause analysis of repetitive issues * Facilitating creation of JIRA task for known issues and assigned the same to development team * Communicating with internal/external clients to determine specific requirements & expectations and managing client expectations as an indicator of quality * Developing information security standards, policies and processes and providing input into strategic decisions for the department * Following ITIL processes such as Incident Management, Change Management and Problem Management to ensure efficiency in delivery of projects while working on ServiceNow and Remedy Tools * Analyzing information system needs, evaluated end-user requirements, custom designed solutions and troubleshot for complex information systems management * Acting as an Escalation Gate, addressing client queries/issues on priority through tickets or calls which resulted in achieving customer satisfaction matrices   edu24x24icons Education   * 2015: Master In Computer Application from Jagan Institute of Management Studies, IP University, Delhi * 2012: B.Sc Applied Physical Sciences from Deen Dayal Upadhyaya, Delhi University, Delhi | | |
| Personal Details  **Date of Birth:** 29th January 1992  **Languages Known:** Hindi & English  **Address:** Flat No: 432 Sanjay Enclave Opp. G.T.K Depot, Delhi-110033 | | |