Mukesh Kumar

New Delhi 

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| **SKILL SET**  **Software Development Project Analysis RequirementGathering**  **Client Relationship Management Data Science**  **Database Management**  **Technical Support** | **PROFILE SUMMARY**   * A result oriented professional with **nearly 3+ years** of experience **in FinTech Company** * Experience in **providing 24\*7 support** including the end of day support, enhancement, upgradation for the applications * Track record of **following the project life cycle methodology** defined under the process framework; ensuring that customer deadlines were met within project budgets * Skilled in **identifying issues and risks** in a timely manner; developed/implemented appropriate mitigation and contingency plans * Successful in interfacing with upper level decision makers and resolving critical problem areas * Proven track record of **delivering quality services** without compromising with service standards |

# EMPLOYMENT DETAILS

**Feb’17 – April’17: Augment System Pvt. Ltd, location as Intern**

**Key Result Areas:**

* Learn Web development languages and create a blood donation Camp website.
* Learn Mysql Database and database management.

**May’17 – Present: SRS LIVE TECHNOLOGIES PVT LTD ( FinTech Company), location as Software Developer**

**Key Result Areas:**

* Joined as **TechOps Trainee** and having six months experience of client On Boarding and handling client issues. In the TechOps team, I used to create dynamic forms for clients using the **QwikCollect** application and also providing link based payment solutions.
* **Integration of Merchants** with **payment gateway** on PHP, .Net, Java and Android.
* Worked on **ChatBot** that can file form using voice and interact with users through text also.
* Communicating with **internal/external clients** to determine specific requirements and expectations; managing client expectations as an indicator of quality
* Create project for **Searching Bank**s through **user IP Address** in a particular location in Jupyter Notebook.
* Create a model to **detect fraud transactions** of cards using RRN –LSTM in Jupyter Notebook.
* Following the **project life cycle methodology** like Agile and Waterfall; defined under the process framework; ensured that customer deadlines were met within project budgets
* Ensuring the maintenance of positive and on-going relationships with clients
* Create a project for **Web Scraping** to fetch data from API/URL in Jupyter Notebook.
* Database management and handling.

# EDUCATION

* B.Tech from Punjab technical University in 2017
* Intermediate (CBSE), Kendriya Vidyalaya, Danapur, Patna in 2012
* Matriculation (CBSE), St. Joseph Public School, Samastipur in 2010

# TECHNICAL SKILLS

* Python, Django, Database (Mysql and MongoDB), Angular (Basic), Data Science (basic), Technical Support, Customer Service Operations and Support

# PERSONAL DETAILS

Data of Birth: 15th June 1995

Nationality: Indian

Languages Known: English, Hindi