


VIVEK KUMAR JHA

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SUMMARY

Dynamic Tech Lead with approx (5) years of experience leading cross-functional teams in the development and delivery of innovative Web solutions. Skilled in strategic planning, technical architecture, and team leadership, driving projects from conception to successful completion. Proven ability to cultivate a collaborative work environment and drive continuous improvement, resulting in enhanced productivity and client satisfaction.

EDUCATION

Dr. A. P. J. Abdul Kalam Technical University
B-Tech, ECE, 2012 – 2016

SKILLS

Programming languages

- Python
- Javascript
- XML

Website Development

- HTML
- CSS
- Tailwind
- React js
- Django

Database Management

- SQL
- MYSQL
- MYSQL Server
- MongoDB

Cloud Computing

- AWS

PROFESSIONAL EXPERIENCE

Tech Lead {Subject Matter Expert (U2-band)}
Tech Mahindra | 2022 - Jan 2024
Location- NOIDA, UP

- Architected scalable and maintainable solutions using best practices and design patterns, resulting in improved system performance and reliability.
- Conducted code reviews to ensure code quality, adherence to coding standards, and knowledge sharing among team members.
- Resolved complex technical issues and performed root cause analysis to identify and address underlying problems.
- Utilize remote desktop tools and troubleshooting techniques to diagnose and resolve issues remotely.
- Monitoring systems for security breaches or vulnerabilities and taking appropriate remedial actions.
- Developed and maintained documentation, knowledge base articles, and user guides for common issues and solutions.
- Developed Web using, JavaScript, HTML, and CSS.
- Perform code reviews and technical analysis on Web development projects.
- Promote a culture of continuous improvement within the team by encouraging feedback, conducting retrospectives, and implementing process improvements.

Operating System

- Windows
- Unix

Data Analysis

- Data visualization
- Statistical Analysis
- Excel

Security

- Cyber Security
- Data security

Problem Solving

- Analytical Thinking
- Troubleshooting

CERTIFICATIONS

- Python Full Stack Web Developer Certification-
Issuing Organization: Ducat
Corporate Training - IT
Corporate Training Services.

MIS {Associate Customer Support (U1-band)}

Tech Mahindra | 2019 - 2022

Location- NOIDA, UP

- Involves tasks such as project planning, resource allocation, and coordination with stakeholders.
- Lead or participate in projects related to implementing or upgrading information systems.
- Data Analysis: Data modeling, data visualization, statistical analysis
- Information Systems Security: Access control, data encryption, cybersecurity best practices
- Generating insightful reports and dashboards to provide key stakeholders with actionable insights into customer support performance metrics, trends, and areas for improvement.
- Developed and delivered training sessions to end-users on MIS tools and applications to enhance productivity and efficiency.
- Identified and mitigated project risks and issues through proactive risk management and problem-solving techniques.
- Developed detailed project plans, including scope definition, resource allocation, and timeline estimation, to ensure successful project execution.
- Managed project teams consisting of internal and external resources, ensuring alignment with project objectives and milestones.