Result driven IT/IS Professional with 12+ years of experience across **IT, ITES** domains in
#Product Development #Product Release #Product Management #Production Support #Product Delivery & Client Management #Travel #Hospitality #Digital #Retail

☐ Proficient in handling IT Applications, projects and **development ensuring timely completion**. An able project / program leader managing all phases of project-based efforts including requirement gathering, analysis & solution offering. Highly process oriented, with a proven track record of successfully executing end to end projects related to IT Applications.

☐ Result driven leader with 11 years of experience in **Software Development Life Cycle (SDLC)** from gathering requirements, design, development, Configuration, Integrations, Testing, implementation & Production Support**.**

☐ Hands on experience in Installation & developing web applications with process-oriented and deadline-driven environment.

☐ Involve in developing **User Interfaces, Services,** and **databases.**

☐ Strong **business** and application analysis skills with **excellent communication** skills.

☐ Comprehensive **problem-solving abilities**, **willingness to learn**, **Team facilitator**, analytical, **customer service** and interpersonal skills.

☐ Involved in **Product Development**, Installation, User Training, Unit testing and Code reviews and production activities.

☐ Requirement gathering, scoping, client interaction & ensure on time bug free delivery.

☐ Highly adaptable in quickly changing technical environments with very **strong organizational**, **analytical skills.**

☐ Hands on experience in developing Interface layer **using C#, TSQL** for **Data Modelling and Reports generation**

Skills

Visual Source safe, IE-Watcher, Expresso, Bugzilla, C#, ASP.Net, Crystal Reports, Angular, jQuery, MVC, Json, Rest & SOAP API's, Sybase, SQL Server, Oracle, AWS Hosting, XML, Webservices, CDN(AKAMAI), Git Repository, Windows Server, JIRA, Entity Framework, LINQ, Agile, scrum, Code Deployment, Payments Gateways/Digital/E-Commerce/Online Payments, User Applications, People Management

Experience

FreeLancer, June 2017 to till present.
✦ Managing Restaurant technology **applications/products** involving conceptualization, scoping, planning, requirement gathering, development & execution.
✦ Played a prominent **role in transforming** the **Business Priorities** into **Functional Features**.
✦ **Cross functional teams and stakeholder's management** & define the overall **Client's Requirements.** Manage the overall product roadmap to provide on time product delivery.
✦ Define requirements and worked with Developers, Testers & Site Support Engineers to Identify risks and user SignOff's.
✦ Analyze client's business requirements and process through document **analysis, workshops, and workflow** analysis.
✦ Helping team with **Writing custom DLL's, Production Bug Fixes, Module Development, Oracle POS Custom Development, Product Release, Code Deployment & User Training.**
✦ Communicate Clients **business requirements by** constructing easy to understand data and process models, workflow/process diagrams.
✦ **Played multiple roles** while leading the projects. **Acting as a BA**, Configurator, Product Owner & **Project Lead** to define project plan to ensure the deliverables are ready for scheduled releases across remote locations.
✦ Proposed process improvement strategies to track the requirement changes, status, business expectations, timelines & other key metrics which help provide information to all the stakeholders in a quicker way.
✦ Highly motivated & able to **manage stakeholder expectations and demands** & act accordingly along with other product deliverables.

- ✦ **Managing** 2 Teams which include **Developers** and **Site Support Engineers** to ensure the deliverables are ready for scheduled releases.
- ✦ New Store Opening, BOQ, RFP/RFI & Vendor Relationship Management.
- ✦ Define requirements and worked with third-party vendors to develop and implement platform enhancements. Coordinate software upgrades across multiple sites.
- ✦ Coordinate and organized meetings across multiple teams which include vendors, developers, technical architects, operations, users, business partners, testing teams and managers.
- ✦ **Partner with cross functional teams to help identify business problems/bottlenecks and provide technology solutions.**
- ✦ Highly Process Oriented & Promote **support IT policies** & responsible for implementing the changes to ensure compliances.
- ✦ **Data Modelling & Report development, API Interface development** with various third-party systems.
- ✦ **API Integrations, Technical production support**, bug fixing and pushing changes to the live environment.

Yum! Restaurants India Pvt. Ltd (Fortune 500 Company)
Assistant Manager – Ecommerce (Digital), Sept 2012 to June 2017

- ✦ Responsible for the Management, **development** & **Enhancement** of **centralized ecommerce/digital, Call Centre**, Point of Sale applications **(SAAS Products)**.
- ✦ Review and analyze the effectiveness and efficiency of existing Online applications.
- ✦ **Develop long-term strategic relationships with cross functional** teams who can provide rapid support to software development and testing.
- ✦ Perform **periodic project/task review meetings**, delivery and audit quality control standards.
- ✦ Played a prominent **role in transforming** the **Business Priorities** into **Functional Features**.
- ✦ **Integrated** Third party **API's like SMS, Salesforce, Delivery rider's app, Gift Cards, loyalty & CRM** to engage and **know who our customers are**.
- ✦ Writing T-SQL Queries & **Database mining** to help understand **slow moving** and **most selling products.**
- ✦ **Custom Reports development for Oracle F&BGBU like My Micros, Oracle POS.**
- ✦ **Developed Application which generated unique coupon codes and interface with Oracle POS.**
- ✦ Custom Module & sales dashboard development.
- ✦ Managing **AWS Windows cloud hosting** for Digital and Production Support.
- ✦ Define the **roadmap for Mobile (IOS & Android) & Web technology** by interacting with external stakeholders & operations team.
- ✦ Providing technical production support & bug fixing for the online & offline products.
- ✦ **Build relationships**, define requirements, and worked with **third party vendors** to develop and implement platform enhancements.
- ✦ Integrated **new technologies like chatbots (AI), Facebook, feedback system** to Digital Platform.
- ✦ **Design and execute a continuous testing plan** for important end-to-end flows working hand in hand with QA team to deliver excellent experience.
- ✦ Responsible for **development & Integrations of Omni sales** channel integrations **like FoodPanda, Swiggy & Zomato with ecommerce engine and seamless user experience.**
- ✦ Responsible for implementing & managing **GTM, CPA, Facebook and affiliates codes** which helps generate leads and **boost online sales** & help understand **User Funnel**.
- ✦ **Redesign Website UI/UX to Revamp user journey which help reduce user clicks and results in increase in new users and conversions.**
- ✦ **Introduce CDN(AKAMAI) & LB to reduce page load time** and better user experience.
- ✦ E-Com **Website optimization, performance tuning** to handle day by day increasing traffic on the website.
- ✦ Partner with Marketing team for **managing SEO strategy and campaigns to grow organic user base** and improve **brand awareness**.
- ✦ Coordinated affiliate, referral, and social media programs to spur growth and **attract new users to the brand** and **increased new visitor traffic**.
- ✦ Partner with marketing team for planning and help executing brand promotional, **Marketing Campaigns and CRM activities.**

- Responsible for **end to end content management (Products, Price, Order Fulfillment)** on E-Com Website and **third-party sales partners** like Swiggy, Food Panda, Zomato.
- **Integrated Online Payments, e-Wallets, Payment Gateway,** and defined payment reconcile process with finance team.
- **#IOT – Integrated Online Ordering API's** with hardware device to place order online with the user carrying device.
- Partner with vendors and prepare plans for Infra & backup support for **high traffic days.**
- **Responsible for making digital platform VAPT (Vulnerability Assessment and Penetrating Testing)** mark up.

Amadeus India Pvt. Ltd
Software Engineer, July 2010 to Sept 2012

- Performed Analysis, Design, Coding the Web interface for the application using ASP.NET, report Generation and Writing Stored Procedure in SQL server 2005 and queries in T-SQL and testing.
- Implement middle-tier business components in C# and .NET.
- Develop unit tests for newly implemented components, Fix the bugs raised in testing phase.
- Enhance and maintain the software modules and help support production environment.
- Integration of Airline Booking Engines with Amadeus GDS and LCC Airlines.
- Integration with Third party interfaces with Amadeus PMS.
- Tally Integration with Amadeus PMS
- Developed CSV exports from PMS for various third-party applications.

Rate Gain IT Solutions Pvt. Ltd
Software Engineer, Feb 2009 to July 2010

- Involved in HLD Documentation about requirements and process flow.
- Performed Analysis, Design, Coding the business logic for the application using ASP.NET, Writing Stored Procedure in SQL server, and queries in T-SQL and testing.
- Responsible for designing and developing several browsers to database interfaces that includes internal tools, report modules, customer service applications etc.
- Manage and maintain data processes functionalities using MS-SQL.
- Implement middle-tier business components in C# and .NET
- Develop unit tests for newly implemented components, Fix the bugs raised in testing phase.
- Help support production environment.
- Write architectural, design and code documentation.

Education

- **Masters in Computer Applications (MCA),** Kurukshetra University 2009
- **Bachelor in Science** (**B.Sc),** Kurukshetra University 2006

Personal Details

Languages known   : English, Hindi and Punjabi

Hobbies

Playing Cricket, Net Surfing, Listening to Music.