**Ra### ######**

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## Career Objective

To excel in both personal and professional life by adhering the policy of hard work, honesty and always try to perform a challenging tasks in life and willing to be a valuable asset for the organization.

## Overview

- **4.5+ years of experience in design and development** of client/server, web based and n-tier application. Good in developing web applications, window application in Microsoft Visual Studio .Net IDE using C# .Net 2.0, C# .Net 3.5 and C# .Net 4.0, ASP.NET, ADO.NET and SQL Server.
- Expertise and specialization in **Open Span (.Net frame work data integration tool)**, **Fusion (Java and html based data integration tool)** to increase productivity and improve the overall business and workflow processes.
- Good Knowledge in **SQL Server Database design and Data Modelling with Erwin**, developing T-SQL queries, SP, Views and Triggers using SQL Server 2008.
- Currently working as **IT Analyst** with **Tata Consultancy Services Limited Gurgaon, India** (Oct2015 to till date).
- Dynamic & proactive Software professional with excellent technical proficiency and practical experience. Good knowledge of the latest trends owing to regular exposure with different mode of communications-IT magazines and Internet.
- Possesses in-depth technical knowledge of various software development languages, applications and databases. Proficient in **Microsoft Technologies and Involvement in all the stages of SDLC.**
- An effective team player with exceptional planning, execution, systematic approach and quick adaptability.
- Actively involved in production support. Implemented fixes/solutions to issues/tickets raised by user community.
- Excellent communication, documentation and presentation skills using tools like Visio and PowerPoint.
- **OpenSpan Certified Developer.**

## Technical Skills

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| **Operation System** | Windows |
| **Languages** | Asp.net C#, Core Java, HTML, Java Script, VBA macro |
| **Tool Competency** | OpenSpan 4.5,5.2 ,Automation Anywhere ,Blue Prism Talend, Erwin 5.3, Fusion |
| **Web technologies** | HTML, Java-script |
| **Frameworks** | ASP.net Framework |
| **Web Server** | Citrix ,VM ware |
| **Database** | MySQL, SQL Server. |
| **Domain** | Finance (metal & nonmetal Accounts) , Insurance ,Travel, Energy |

## Project Details:

**Project#01** : **Xyz**
**Domain** : **Xyz**
**Tools Used** : **OPENSPAN, SELENIUM, UI-PATH, VBA Macros**
**Environments covered** : **SIEBEL Application, Web based Applications, Windows Applications, Amdocs Applications.**

- Receive BRD from BA Team and understand the process through the document and setting up call with the Operations Team, BA and developers for the Requirement Discussion.
- Post requirement discussion will conduct internal discussion with developers and analyze the complexity of the project. List of queries and clarifications required for the use case will be documented and share the same with the BA Team for further discussion.
- Once I receive the clarifications and queries for the use case. Will perform Feasibility analysis for the Use case and share the outcome to the management about the percentage of automation can be done for the use case.
- Post feasibility study, along with the solution architect will prepare Solution Design Document for the use case.
- Prepare project plan for the Use case and share the same with Project manager.
- Will prepare Keystroke level document for the Use case from the operations team and send the same to the business team for approval.
- Will develop/assign the automations based on the Project timelines and complexity of the project.

- Will get all the entitlement access to the developers and for the BOTS and ensure all are working fine.
- Create development status tracker (Goal tracker) and update the status on a weekly basis to the management.
- Prepare Actual vs planned tracker and share the same with developers to know the project status.
- Will help the developers with relates to technical challenges faced during development.
- Will take up all technical and environmental related issues to the customer during daily status calls.
- Create and update Knowledge repository for the new concepts and Lessons learned during Development.
- Perform Code review for developed use case as per the design document; ensure coding standards and best practice are followed during development.
- Closure of Development activities, deploy the tasks in Control Room for Remote execution, and release the Bot's for UAT.
- Monitoring the progress of UAT and analyze the issues raised in UAT with the development team and perform Unit testing before the Code release for UAT.
- Preparation of Operational run-book and share it with the Ops team.
- Post UAT Sign off, Deploying the Bots in Production environment.
- Closure of the Use case and ensuring proper KT given to the Maintenance team.

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| **Project#02** | : | **Xyz** |
| Profile | : | **Manual Tester** |
| Designation | : | **Senior Document Specialist** |
| Duration | : | **Xyz** |

**Role:** As "Manual Tester", my roles and responsibilities are as follows:

- Organized Test Plan during initial phase of project, prepared test scripts, created Release note in Application Lifecycle Management (ALM), setup/link Test Lab with release cycle, executed test cases and recorded results in ALM.
- Prepared meeting notes on daily execution/highlight of the project and send out the reports to managements.
- Interact with Developers and Business Analysts to perform various types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).

- Involved with Trainer's training calls by presenting every project's new enhancements and functionality changes for the Branch Users.
- Provided weekly status updates showing the progress of the Automation testing effort and open issues to be resolved.
- Worked with the database administrator to migrate & maintain the applications.

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| **Project#03** | **:** | **Xyz** |
| **Client Name** | **:** | Xyz |
| **Languages & Tools** | **:** | OpenSpan, Oracle 11G, ASP.NET, C# |

For this Bank we have successfully automated **9 processes** for different business owners within the back. One of them is **ATM Dispute Management** which was showcase in the media during a media event in by the CEO of Bank. There are 13500+ ATM machines installed throughout the country by 7 different ATM Models/Vendors. 79,000+ ATM complaints daily.

An ATM dispute began when cardholder requests money from ATM and the ATM didn't Dispense the money, even though the amount was debited from the cardholder's account and To resolve the ATM dispute there is a well-defined series of steps and guideline followed by the back offices SME.

The ATM Dispute back office Process begins with receiving SR either from SAS Dump or FCRM. Bank Staff need to check for the transaction details based on the ATM ID in EJ Logs for the dispute. Post successful verification, bank staff debit the MSP account and credit the Customer account.

We have automated the entire process (**40+ steps**) and completely eliminated the human intervention hence reducing the Operational Errors, Reduce the transaction time, Quality Improvement, eliminate human intervention by creating robots

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| **Project#04** | **:** | **Xyz** |
| **Client Name** | **:** | Leading IT solutions provider |
| **Languages & Tools** | **:** | OpenSpan, C# |

**Project Description :**
In the Corporate P&C Renewals Process existing policies are renewed every year to keep the policy in active status. User/SME logs into all required applications, pulls the work into his/her bucket in CBW Application, checks attachments – Account Story Template. Details are captured from Cogen, ORION and ATLAS Applications and updated in Account Story Template. Further Data is updated in PL Pricing tool based on scenario from Cogen, In CBW there are process guidelines to be followed by the user and Notes are left.