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| SHREYANSH GOEL  An enthusiastic & high energy-driven professional targeting assignment as **Technical Support Lead in IT industry** |
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| knowledge24x24icons Profile Summary   * **B.Tech.** in Computer Science & Engineering offering **7 years** of experience in **Software Development/ Team Management/Incident Management/ Production support specialist (.NET Technologies)**; enthusiastic to contribute towards the achievement of organizational goals * Extensive experience of working with Customers, Project Managers and Technical Teams for securing & executing concurrent projects; proficient with ASP.Net; **proficient in product support (L1/L2/L3) and ITIL & ITSM (IT Service Management).** * Presently associated with Tollring Pvt. Ltd as Application Specialist (Senior IT Ops). * Successfully maintained program modules including **operational support, problem resolution, production support**, preventative and corrective maintenance, and enhancements * Comprehensive experience in the field of Banking, Telecommunications, Cheque Truncation System in particular * Excellence in development of framework and user interfaces for various products that not only facilitated development efforts but also made the product truly friendly to customer * Team-based management style coupled with the zeal to drive visions into reality; possess strong communication, interpersonal relations, and analytical skills * Managed the Software Development Lifecycle (SDLC) right from requirement gathering and analysis, documentation (functional specifications, technical design), database designing and testing and UAT to maintenance of proposed applications * Excellence in project coordination including design of project framework, project planning, execution, controlling, time management, resource management, project progress monitoring and delivery * Expertise in addressing queries regarding the information system / software & extending onsite support to the clients including maintenance of software & applications |
| core24x24icons Core Competencies |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Project Execution | Coding & Programing | Unit Testing | Application Support & Maintenance | Technical Designing & Documentation | Software Development | |
| |  |  | | --- | --- | | exp24x24icons Work Experience  **Jan’21 – Present**  **Veebrij Software (Tolling- UK based firm), Noida as Product/Application Specialist (*Senior IT Ops*)**  **Key Result Areas:**   * Analyzing the requirements and risks (**ITIL** & **ITSM process**) * Maintaining the Telecommunication application for live call analytics and Microsoft 365 tool on Microsoft team’s platform to monitor and maintain/record live calls * Executing unit testing and bug fixing for any releases/patching under JIRA/Zoho platforms. * Settling issues within the given time frame with Root Cause Analysis for L2/L3 level * Designing Process Models and Solutions on Jira tool * Participating as a part of Service Delivery Team for the client to demonstrate the planned releases and patches * Preparing and showing internal/external deployment plans within teams/clients for the releases/Patches deployed over UAT & Go-live   **Oct’21 – Dec’20**  **Coforge Ltd. (NIIT Technologies), Noida as Project Management Trainee**  **Key Result Areas:**   * Analyzing the requirements and risks (**ITIL** & **ITSM process**) * Maintaining the Bank Application * Executing unit testing and bug fixing for any releases/patching. * Settling issues within the given time frame with Root Cause Analysis * Designing Process Models and Solutions * Participating as a part of Demonstration Team for the client * Preparing and showing internal/external Game Plans along with show-tell sessions within teams/clients for the releases/Patches deployed over UAT & Go-live   **Aug’14 – Sep’20**  **Newgen Software Technologies Ltd., Noida as Technical Support Lead (Product Specialist)**  **Key Result Areas:**   * Analyzing the requirements and risks (**ITIL** & **ITSM process**) * Designing Process Models and Solutions * Executing unit testing and bug fixing * Following agile method of working * Participating as a part of Demonstration Team for the client * Settling issues within the given time frame with Root Cause Analysis   **Highlights:**   * Awarded “Rising Star” award by Newgen for September’18 * Achieved “Excellence” Award by Newgen for the months of July’18 and January’19 * Accomplished with ‘Pat on the Back’ Award by Newgen for the months of August’15 and February’16 for my contribution in respective Projects * Participated as a part of a Team won the Newgen’s Best Compliant Project for the period July’15 – Dec’15 (PRD   Project) |  | | exp24x24icons Projects  **Jan’21 – Present**  **Tollring Pvt. Ltd., Noida as Senior IT OPs**  **Title**: **iCall Suite v4.0 BT/Telepo partners (like Soluno, Brodworks, Vodia, 4com , etc.), UK/US**  **Description**: Maintaining and support the processes/application that meets the customer’s requirements like new enhancements, supporting windows/web applications that are currently deployed over production/UAT environments.  **Aug’14 – Sept’20 (~6.5 years)**  **Newgen Software Technologies Ltd., Noida as Technical Support Lead**  **Title**: **Cheque Truncation System (CTS) Solution for Bank of Baroda**  **Description**: Developed number of processes to meet banks different requirements like Clearing of CTS / Non-CTS Cheques, Post-dated Cheques so on. The solution involved development of a Windows Application, Web application, a number of Windows Services and Web Services. The process has complex calculation of Credit/Debit amount for Cheques along with DB Integration of bank’s Core Banking solution   * **Title: Dena, Vijya Bank merger solution for Bank of Baroda (BOB)**   **Period**: Jan’20-Sep’20  **Description**: Recently on merger of Dena and Vijya bank with Bank of Baroda, currently developing a solution through which Al-Dena and Vijya banks can process their cheques/transactions through Bank of Baroda. All the migrated accounts will be processed through BOA to Central Bank (NPCI)   * **Title: Al-Hilal and UNB Merger Solution for Abu Dhabi Commercial Bank (ADCB)**   **Period**: March’19-Jun’19  **Description** Recently on merger of Al-Hilal and UNB bank with ADCB, currently developing a solution through which Al-hilal and UNB banks can process their cheques/transactions through ADCB. All the migrated accounts will be processed through ADCB to Central Bank   * **Title: 2fFA Authentication (Biometric) Solution for Bank of Baroda (BOB)**   **Period**: 2018-2019  **Description**: Developed a 2FA authentication process i.e., Biometric authentication for Bank of Baroda in which after the successful login through the AD credentials, users would need to login with their Biometric (thumb/finger) for second level of authentication for CTS application. This could minimize the security breach in current bank system   * **Title: Cash and Cheque Deposit Machine (CCDM) Solution for Bank of America (BOA)**   **Period**: 2014-2015  **Description**: Developed a solution to read and process the Cheque image for different processes like Inward/Outward/Cash cheques. It involves complex DB Integration with bank’s Core Banking System and parallel processing of the Cheques at multiple interfaces with complex transaction management   * **Title: Cheque Truncation System (CTS) Solution for Deutsche Bank**   **Period**: 2015-2016  **Description**: Developed a number of processes to meet banks different requirements like Clearing of Post-dated Cheques, Foreign Currency Cheques so on. The solution involved development of a Windows Application, Web application, a number of Windows Services and Web Services. The process included complex calculation of Credit/Debit amount for Cheques along with DB Integration of bank’s Core Banking solution   * **Title: Cash and Cheque Deposit Machine (CCDM) Solution for Abu Dhabi Commercial Bank (ADCB)**   **Period**: 2014-2016  **Description**: Developed a solution to read the Cheque image from a CCDM Machine and process it. It involved complex DB Integration with bank’s Core Banking System and parallel processing of the Cheques at multiple interfaces with complex transaction management  knowledge24x24icons Profile Summary   * **Technologies:** C, C#, C#.NET, VB.NET, HTML, CSS, ASP.NET, MVC, REST-SOAP API, WEB-API, ITSM, IIS, ITIL * **Database:** Oracle, MSSQL * **Platform:** Windows, AIX**,** Jboss, Web Sphere, Zoho Desk, Jira (Ticketing Tool), Helpdesk System * **Software:** Visual Studio 2005/2008/2012/2015, MS Office, MS Excel | | |
| edu24x24icons Education |
| |  |  | | --- | --- | | * **MBA (Executive) in Business Analytics** from NMIMS, Maharashtra ([2019-2021]) * **B.Tech. (Computer Science & Engineering)** from Krishna Institute of Engineering Technologies (KIET) in 2014 * **12th** from Dewan Public School, Hapur in 2010 * **10th** from Dewan Public School, Hapur in 2008 | MBA (Executive) in Business Analytics from Narsee Monjee Institute of Management Studies (NMIMS) [**2019-2021**]  B.Tech. (Computer Science & Engineering) from Krishna Institute of Engineering Technologies (KIET) | |
| personaldetails24x24icons Personal Details   * Date of Birth: 10th January 1993 * Languages Known: English, Hindi * Address: 25, Jawahar Ganj, Hapur (245101) |