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| SHREYANSH GOELAn enthusiastic & high energy-driven professional targeting assignment as **Technical Support Lead in IT industry** |
|  shreyansh.goel1@gmail.com  +91-9458885558 |
| 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
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| core24x24icons Core Competencies |
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| Project Execution | Coding & Programing | Unit Testing | Application Support & Maintenance | Technical Designing & Documentation | Software Development |

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| 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 managementknowledge24x24icons 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
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| edu24x24icons Education |
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| * **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) |

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| personaldetails24x24icons Personal Details* Date of Birth: 10th January 1993
* Languages Known: English, Hindi
* Address: 25, Jawahar Ganj, Hapur (245101)
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