

Sr. Software Support Engineer

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ITIL V3 Foundation Certified with 12+ years of IT experience with an emphasis on maintenance, support of Web and Windows applications using ASP.Net, C#, VB.Net, SQL Server, Web Services with strong knowledge of SSRS.

## Professional Summary

- **12 years of experience in maintenance, support of .Net based Web and Windows applications using ASP.Net, C#, VB.Net, SQL Server, Web Services** with strong knowledge of **SSRS**.
- **ITIL V3** foundation certified.
- Extensive experience in working with **ecommerce Applications**.
- **Tier 3 Customer Support on Print domain** since November 2019.
- In depth knowledge of **SQL** query writing and bug fixing.
- Working experience in **SQL Reporting**.
- In depth knowledge of **SSL certificate**.
- Experience in working with **SSO setup**.
- Managing **Product License**.
- Understanding of **HTML5, JavaScript**.
- Experience in working with **Payment System** and configuring the same.
- Experience in working with **Delivery Methods** and configuring the same.
- Experience in **Product Installation**, environment setup and troubleshooting.
- Working knowledge on Products like **Smartcanvas, VDP, Ad Hoc**.
- Working knowledge of **Unix/Linux** commands.
- Working knowledge of **Power BI**.
- **Team Handling, JIRA Escalation** to engineering, **Security vulnerability** of the Product, **Confluence** Page management
- Expertise in integration with MIS Systems like **PrintsmithVision, PACE**.

## Education

**Master of Computer Application, NMIT, Bangalore, 2011, 69.82%**

**Bachelor of Computer Science, S.C.S College, Puri, 2008, 67.61%**

## Skills

ASP.NET VB.NET SQL HTML

SSRS SSO PRODUCT SUPPORT

PAYMENT SYSTEM SALESFORCE

SHIPPING METHOD CONFLUENCE

SSL CERTIFICATE JIRA UNIX

## Certifications

ITIL- V3 Foundation Certified.

## Work Experience

### Sr Software Support Engineer

#### eProductivity Software

08/11/2019 - 27/11/2023,

Bangalore, India

#### Market Direct Storefront:

This is a Microsoft environment based customised printing ecommerce application for web to print solution designed to power your print business online.

This is a .Net based Web application which includes technologies like Angular, .Net, SQL Server, Windows server, IIS, upgrade, and license management tool eflow from Flexera.

#### Role:

Tier 3 Engineer - Engineering Support - EMEA, US & Canada region - Bridge between Dev & Support Team.

SQL - Fixing product issues through SQL scripts.

JIRA Cases - Aim to reduce repetitive issues by providing workaround and product features by Dev help.

SME - SSL certificate and custom domain management for customers.

SSO integration via LDAP, OKTA, Azure for customers.

Integration of various MIS systems like PSV, PACE, Monarch, Radius.

Maintenance of Reports designed in SSRS and Crystal Report designer tool installation.

Product package installation. Knowledgebase article creation.

Data validation for customers based on GDPR guidelines.

### Sr Analyst - IT Development

#### Dell Technologies

07/06/2018 - 19/08/2019,

Bangalore, India

#### Symphony:

Windows application used to assist US and Canada region customers for buying Dell products and processing their orders. This app takes care of quote to order for the customers.

Role: L3 engineer for bug fixing of customer issues by debugging code in local environment and development of SSRS reports.

### Solution Integrator

#### Ericsson India Pvt Ltd

11/01/2016 - 01/06/2018,

Bangalore, India

#### Mobile Broadband Network Ltd (MBNL)

MAYBACH: IPCM - OpenText ticket allocation Tool to 2G, 3G engineers of Three and EE.

Data Extraction - Extraction and movement of 2G/3G data to Greenplum database in a Citrix environment through Unix/Linux commands via putty tool.

Role: L3 engineer for bug fixing of customer issues through SQL scripts and development of SSRS reports. Maintenance of Power BI Reports.

### System Analyst

#### Sonata Software Pvt Ltd

08/04/2015 - 08/01/2016,

Bangalore, India

#### Qatar Airways - My Gems

Employee portal for managing employee related details such as employee Details, Dependent Details, Duty Travel Details, Immigration Details, School Fee Details, etc.

Role: Application Development and Maintenance by using ASP.NET MVC, Microsoft SQL.

### Project Engineer

#### Wipro Technologies

11/09/2011 - 06/04/2015,

Bangalore, India

#### MY ASSET MODULE

Asset management application for all WIPRO employees. Application can trace out which are the assets tagged to any employee of WIPRO.

Role: Application Development and Maintenance using ASP.NET C#, VB.Net, Microsoft SQL.