

Patel Prakash J.

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To contribute my best towards world class services to exceed customer and employer expectation with my knowledge, skills and optimum use of Information Technology.

Technical Skills:

- **Programming Language** : Asp.Net C#, Asp.Net MVC, Asp.Net Core, VB.Net.
- **Database Management** : MS SQL Server, MY SQL, No SQL.
- **Cloud Technologies** : Azure.
- **Web Development** : HTML, CSS, JavaScript, AJAX, jQuery.
- **Front-End Framework** : Angular.
- **Operating System** : Windows.
- **API Development** : Web Services, Web API, WCF, Windows Services.
- **Version Control** : Git, SVN, TFS, Visual SourceSafe(VSS)
- **Reporting Tool** : Crystal Report.
- **Documentation** : Create technical documentation, user guides.
- **Software Development Methodologies:** Agile, Waterfall.

Education :

- **Master of Computer Application (MCA)** - Indira Gandhi National Open University (IGNOU) - December 2015
- **Bachelor of Computer Application (BCA)** – Gujart University – April 2008

Professional Experience :

- **Team Lead | Freyr Software Services Private Limited | March 2022 - August 2023**
 - Delivered assigned tasks with the highest quality on time, ensuring timely project completion.
 - Attended and completed training programs, including IRMS SOP/Policy updates, and adhered to department-level SOPs, work instructions, and guidelines.
 - Created and executed a career plan, actively working towards professional growth and development.
 - Wrote code and documentation for various projects, ensuring clear and comprehensive project records.
 - Authored and executed unit test cases, meticulously documenting test results and outcomes.
 - Submitted daily, quarterly, and yearly reports as required, maintaining organized and up-to-date records.
 - Provided mentorship and guidance to team members, fostering professional development and collaboration.
 - Actively participated in internal team meetings, often leading discussions and summarizing meeting minutes (MOMs).
 - Conducted code reviews for all team members, documented feedback, and ensured code quality.

- **Sr. Dot Net Developer | Krish Compusoft Services Private Limited (KCS) | August 2021 – March 2022**
 - Design, develop, and maintain complex software solutions using the .NET technologies.
 - Write clean, efficient, and well-documented code.
 - Analyze and troubleshoot complex software issues, identifying root causes and implementing solutions.
 - Optimize and refactor existing code for improved performance and maintainability.
 - Design and implement database schemas and queries using SQL Server or other database systems.
 - Optimize database performance through indexing, query optimization, and data normalization
 - Develop and integrate RESTful APIs and web services for data exchange between applications.
 - Create technical documentation, including system work flow diagrams, API documentation.

- **Sr. Dot Net Developer | Riddhi Corporate Services Ltd (RCSL) | July 2019 – July 2021**
 - Design, develop, and maintain complex software solutions using the .NET technologies.
 - Write clean, efficient, and well-documented code.
 - Analyze and troubleshoot complex software issues, identifying root causes and implementing solutions.
 - Design and implement database schemas and queries using SQL Server or other database systems.
 - Optimize database performance through indexing, query optimization, and data normalization
 - Develop and integrate RESTful APIs and web services for data exchange between applications.

- Collaborate effectively with cross-functional teams and communicate technical concepts to non-technical stakeholders.
- Stay updated with the latest trends and technologies in .NET development and related fields.
- Assist in project planning, estimating development efforts, and meeting project deadlines.

➤ **Sr. Dot Net Developer | Orange Technolab Pvt Ltd | July 2014 – July 2019**

- Design, develop, and maintain complex software solutions using the .NET technologies.
- Write clean, efficient, and well-documented code.
- Analyze and troubleshoot complex software issues, identifying root causes and implementing solutions.
- Design and implement database schemas and queries using SQL Server or other database systems.
- Optimize database performance through indexing, query optimization, and data normalization
- Develop and integrate RESTful APIs and web services for data exchange between applications.
- Collaborate effectively with cross-functional teams and communicate technical concepts to non-technical stakeholders.
- Stay updated with the latest trends and technologies in .NET development and related fields.
- Assist in project planning, estimating development efforts, and meeting project deadlines.
- Collaborate with QA teams to define test cases and resolve defects.
- Stay updated with the latest trends and technologies in .NET development and related fields.

➤ **Dot Net Developer | eMind Works Technologies Pvt Ltd | August 2012– July 2014**

- Design, develop, and maintain complex software solutions using the .NET technologies.
- Write clean, efficient, and well-documented code.
- Debug and troubleshoot software defects and issues.
- Collaborate with UX/UI designers to implement user-friendly interfaces
- Design and implement database schemas and queries using SQL Server or other database systems.
- Develop and integrate RESTful APIs and web services for data exchange between applications.
- Stay updated with the latest trends and technologies in .NET development and related fields.

➤ **Software Support Executive | Hazel InfoTech Ltd | November 2011 – July 2012**

- Provide timely and effective technical support to customers via phone, email, chat, or in-person.
- Diagnose and troubleshoot software-related problems, including installation, configuration, and usage issues.
- Document and track customer issues in a ticketing system, ensuring accurate and thorough records.
- Collaborate with internal teams, including development and quality assurance, to resolve complex technical issues.
- Assist customers with software updates, patches, and upgrades.
- Educate customers on software features and functionalities.
- Conduct remote or on-site training sessions to enhance customer product knowledge.

- Escalate unresolved issues to higher-level support or development teams as needed.
- Maintain a high level of customer satisfaction through effective communication and problem resolution.
- Stay updated on product knowledge and industry trends.
- Provide feedback to the development team on common customer issues and suggestions for product improvement.

➤ **Software Support Executive | Saltriver Infosystems Pvt Ltd | August 2010 – November 2011**

- Provide timely and effective technical support to customers via phone, email, chat, or in-person.
- Diagnose and troubleshoot software-related problems, including installation, configuration, and usage issues.
- Document and track customer issues in a ticketing system, ensuring accurate and thorough records.
- Collaborate with internal teams, including development and quality assurance, to resolve complex technical issues.
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- Stay updated on product knowledge and industry trends.
- Provide feedback to the development team on common customer issues and suggestions for product improvement.

➤ **Software Support Executive | Visual Infotech Pvt Ltd | May 2009 – August 2010**

- Provide timely and effective technical support to customers via phone, email, chat, or in-person.
- Diagnose and troubleshoot software-related problems, including installation, configuration, and usage issues.
- Document and track customer issues in a ticketing system, ensuring accurate and thorough records.
- Collaborate with internal teams, including development and quality assurance, to resolve complex technical issues.
- Assist customers with software updates, patches, and upgrades.
- Educate customers on software features and functionalities.
- Conduct remote or on-site training sessions to enhance customer product knowledge.
- Escalate unresolved issues to higher-level support or development teams as needed.
- Maintain a high level of customer satisfaction through effective communication and problem resolution.
- Stay updated on product knowledge and industry trends.
- Provide feedback to the development team on common customer issues and suggestions for product improvement.

Projects :

- **Project Name** : Freyr RMM.
Description : Users can create and maintain product formulas easily through the platform. This includes selecting multiple ingredients, specifying concentrations, and defining functions for each ingredient. This project helps users ensure that their product formulations comply with regulatory standards. This is crucial in industries like pharmaceuticals and cosmetics where adherence to regulations is mandatory.
Technology : Asp.net Core 3.1, Angular 11, MS SQL, Azure.
Role : Collaborate with stakeholders to define project scope, objectives, and deliverables. Develop a comprehensive project plan, including timelines, tasks, and resource allocation. Execute project tasks and activities according to the project plan. Maintain open and effective communication with team members and project owner.

- **Project Name** : Ecommerce Application.
Description : Export multiple reports from Power BI and convert into image and store into Azure cloud and display on multimedia.
Technology : Asp.net Core 3.1. My SQL, Power Automate, Azure Cloud.
Role : Delivering the assigned tasks with highest quality on time. Write code and document for required project.

- **Project Name** : FMS (Financial Management System).
Description : Developing a comprehensive finance management system with multiple modules requires careful planning, development, and ongoing maintenance. Collaboration with the finance company's team is essential to ensure that the software meets their specific needs and regulatory requirements.
Technology : Asp.net Core 3.1, Entity Framework 6.0, MVC.
Role : Delivering the assigned tasks with highest quality on time. Write code and document for required project.

- **Project Name** : FOC System.
Description : This project for the manufacturing industry that involves fetching data from SAP and utilizing it across various departments like Manufacturing, Spare Parts, and Accounting to track scrap materials is a comprehensive endeavor.
Technology : MVC 5, Entity Framework, MS SQL Server.
Role : Product Analysis, Requirement Gathering, Team Handling, Client Coordination.

- Project Name** : Fleet Management System.

Description : Developed a car rental management system with these features will streamline operations, enhance customer experience, and improve the overall efficiency of the car rental company.

Technology : MVC 5, Entity Framework, MS SQL Server.

Role : Product Analysis, Requirement Gathering, Team Handling, Client Coordination.
- Project Name** : Payroll & HRMS.

Description : Payroll and HRMS software can streamline HR operations, reduce administrative workload, enhance data accuracy, and improve overall workforce management. It empowers employees with self-service options while ensuring compliance and data security.

Technology : VB.Net, MS SQL Server, Crystal Report.

Role : Product Analysis, Requirement Gathering, Team Handling, Client Coordination.
- Project Name** : Student Relationship Management System.

Description : Student Relationship Management System (SRMS) is a software solution designed to manage interactions and relationships between educational institutions and their students. It serves as a comprehensive platform to streamline various administrative, academic, and communication processes.

Technology : Asp.net C#, MS SQL Server.

Role : Working as developer, Requirement Gathering, Task Completed with in TimeLine, Reporting to Team Leader.

Personal Information:

- Gender : Male.
- Nationality : Indian.
- Date of Birth : 16th September, 1985.
- Marital Status : Married.
- Languages Known : Gujarati, Hindi, and English.
- Contact No : 9033817827.
- Hobbies : Playing cricket, chess, and music.
- Strength : Hard Working, loyalty, readiness to face challenges.

Declaration:

I hereby declare that information given above is true and to the best of my knowledge.

**Yours Faithfully,
Prakash Patel**