



SAURABH SINGH

APPLICATION SUPPORT ENGINEER

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Personal Portfolio



<https://elitsavvy.com/>

Technical Skills

PROGRAMMING LANGUAGES:

C, C++, Java, Javascript, JQuery, .NET and PHP

DATABASE:

SQL, MySQL

FRONT-END TECHNOLOGIES:

HTML5/CSS3, Bootstrap, Tailwind, ReactJs

TOOLS:

ServiceNow, GIT, Toasca, Octopus, Eclipse, Netbeans, Visual Studio, Jira, Azure, Postman API, PowerBI and Salesforce.

About Me

Experienced IT professional with a demonstrated history of working in the information technology and Application support industry in designing, developing, testing, deploying, and delivering user-centric user software applications for large enterprises across US/APAC and EMEA regions. Offering strong expertise in multiple programming languages, including JavaScript, SQL, and Azure. Seeking to secure a challenging position as a Application Support Engineer.

Professional Experience

Eptura | May-2023- Present | Gurgram

Application Support Engineer

Roles & Responsibilities:-

- Provide exceptional customer support by promptly responding to customer inquiries, troubleshooting technical issues, and resolving problems related to Eptura products and services.
- Investigate and diagnose technical issues reported by customers. Work to resolve these issues in a timely and efficient manner, whether through direct action or by escalating issues to the appropriate teams within the organization.
- Collaborate with cross-functional teams, including product development, engineering, and sales, to address customer needs and provide feedback on product improvements.
- Assist in testing new software releases and updates to ensure they meet quality and performance standards. Report any bugs or issues encountered during testing.
- Be familiar with IT service management concepts, including incident management, problem management, change management, and release management.
- Supporting Office 365 and On-Prem, environment for Multiple clients which includes managing exchange online and some part of Teams and SharePoint online as well.
- Conduct in-depth analysis of incidents to identify the root causes of technical issues and develop effective solutions.
- Experience working with SQL and Azure to check the logs over SQL and Azure and take action accordingly to fix the issue.
- Worked extensively on post migration issues of .Net/SQL web-based application using tools like – Fiddler, SQL profiler, Azure App insights, Browser Developer tool, Azure Log analytics
- Supervising the general health of the server (space, CPU utilization, memory) to confirm there are no issue
- Setup login for integrated, windows Authentication, SSO/ SAML as per client's requirement.
- Supporting clients for user provisioning through SCIM and HR Feed.
- Guided client to use product API and generation of token for the same.
- Effectively managed customer issues and service requests through Salesforce, ensuring accurate tracking and timely resolution, maintaining a customer satisfaction rating of 96%.

Concepts

- Procedural and Object-Oriented Programming Design
- Database Management System
- Computer Networking
- Cloud Computing
- Machine Learning
- Artificial Intelligence
- Web Designing
- ITSM
- Escalation Management

Achievements

- Received On The Spot Award 7 times in a year in TCS
- Won First Prize in GK Quiz Competition at VSGOI Unnao in Aalakriti Event.
- Won First Prize in English Debate Competition at VSGOI Unnao in Aalakriti Event.

Certifications

- Scrum Fundamentals for Scrum Master and Agile Projects
- AWS Fundamentals: Going Cloud-Native
- Data Analysis with Python
- Introduction to the Internet of Things and Embedded Systems

Education

<i>Manipal University</i>	<i>2018-2020</i>
M.C.A	8.48 CPGA
<i>Kanpur University</i>	<i>2015-2018</i>
B.C.A	7.8 CPGA

- Supporting clients regarding various hardware integrations of software to meeting, desk screens & sensors.
- Created various automation to save the cost 4250\$ to avoid manual work.
- Awarded multiple awards on the basis of CSAT and client recognition.
- Providing Training to new hire as part of buddy program

Tata Consultancy Services | March-2021- Apr-2023 | Noida

Application Support Engineer

Roles & Responsibilities:-

- Coordinate with the development team to implement application build and deployment processes.
- Provide structured and transparent Release Management, Change Management, and Problem Management processes using the ServiceNow platform
- Coordinate with application and system developers to troubleshoot and resolve deployment issues.
- Manage the overall communication related to vendor application releases, upgrades, and system patches for production.
- Automated a few support cases to save 1440\$ and to avoid manual work on the business issues.
- Provide support and documentation to assist in sustaining the project during the transition to production where necessary
- Worked on UI layers using HTML, CSS, Bootstrap, and Javascript to give a good look and feel to the applications
- Experience in Database Design, Development, and Query Optimisation using MS SQL Server.
- Hand-on Knowledge of deploying .NET applications through IIS using built-in tools as well as other tools in various environments including Dev, Test, and UAT
- Lead 4 members of the team. In order to ensure active involvement in project planning and definition of scope.
- Multiple On the Spot Awards for outstanding contributions to the organization.

Rizilliant Technologies | Aug-2020 - Feb 2021 | Noida

Web Developer

Roles & Responsibilities:-

- Design complex WordPress solutions for back-end and front-end development to establish and guide website architecture and functionality.
- Developed response WordPress Websites using HTML, CSS, BootStrap, PHP, and JQuery from scratch.
- Developed custom front-end design for the SaaS-Based Portal.
- Developed Landing Pages for clients using HTML, CSS, and Bootstrap.
- Developed HTML-based inline Email template for the clients.
- Spearheaded content management system (CMS) process improvements to maintain high performance and availability of technical components to support clients.
- Supervised and trained 4 WordPress developer interns in website development, ecommerce development and content management

Awards

- CX Eptura Quaterly Award 2023
- TCS On The Spot Nov Month Award
- TCS On The Spot Aug Month Award
- TCS On The Spot March Month Award
- TCS On The Spot Feb Month Award