

# ANUJ SOGAL

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## CAREER SNAPSHOT

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- **Program Manager** with **7 years** of professional experience in Banking, Telecom and FinTech
- **MS in Computer Science**, Binghamton University – New York
- Key Skills: **Customer Success and Program Management**

## PROFESSIONAL WORK EXPERIENCE

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### Key Skills:

- **Customer Success management** – Onboarding and managing multiple clients, Customer escalation point, Recording customer metrics, Maintaining Customer documentation
- **Program management** – Project planning, monitoring and control; requirements, change, release, and risk management.
- **Release management** – Manage CI/CD pipelines, Release orchestration, communicate key project plans, change and risk management.
- **Software Development** – Requirement analysis, product design, debugging, quality assurance; agile and waterfall methodologies of SDLC
- **Technical Skills** – Groovy, Jenkins, Git, uBuild, uDeploy

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### **Qwiksilver Solutions Limited**

Dec 2019 – Jun 2020

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#### **Program Manager**

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Clients: Retailers, Lifestyle Brands, Resellers

- Qwiksilver is the leading Gift Cards technology solution provider in India with an unbeatable 90% market share, virtually creating the gift card processing industry here
- Launched gift card program for multiple retail customers.
- Post live operations management for resellers.
- Product Enhancements & Innovation based on experience gained in Customer interactions
- Cross-team co-ordination centred around Customer Experience management

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### **Wipro Limited**

Oct 2019 – Dec 2019

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#### **Technical Lead – Communications**

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- Selected as a Technical Lead to adopt Devops to the Billing and Revenue Management (BRM) communications domain.

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### **Freelance**

Feb 2019 – Sept 2019

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#### **Business Development Manager**

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- Generate leads to on-board new customers to launch marketing campaigns
- Nurturing existing clients to provide new lists for expanding their customer base for marketing campaigns
- Providing data services such as data cleansing, data building, data proofing to customers
- Building an android app to provide robust solutions to customers for their marketing campaigns
- Provide training to new team members to ramp up their ability to deliver

Parent Company: Randstad Technologies, USA

- Responsible for implementing strategies for continuous delivery of software on the CICD tool namely uDeploy
- Responsible for adherence to standards of testing and documentation while advancing development changes through the SDLC process
- Lead and coordinate the Go-Live activities including the execution of the deployment plans and checklists
- Build production implementation plan for each release and run the monthly release meetings
- Respond to technical queries relating to the uDeploy tool
- Follow up on Release artifacts including implementation and rollback plan
- Provided demo of uDeploy to newly on-boarded applications within the organization

Parent Company: Randstad Technologies, USA

- On boarded enterprise applications on UrbanCode toolset
- Troubleshooting build and deployment errors for application teams in non-PROD and PROD environments
- Provide on-call support for release activities and deployment errors in PROD
- Documenting SOP and release activities for internal team reference
- Provide project training to internal teams

- Provide Tier 3 maintenance-development for internal tool named project metrics and troubleshoot Gateway project issues
- Tested a project tool in Java to record work metrics of employees
- Tested a GUI of an expense management system
- Tested application specific password expiry scripts in UNIX
- Coordinated with AIPs in SWAT calls and tested alarm systems for multiple gateway applications
- Worked with multiple teams to resolve triage production problems of varied severity
- Created metrics reports for the senior management

## EDUCATION, ACADEMIC PROJECTS

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**Binghamton University**

Aug 2012 – Dec 2014

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**MS in Computer Science**

**Final Term Project: Job Website**

Jan 2014 – Dec 2014

- Designed and developed a job website, prepared Website design documents
- Separate applicant and employer registration pages were implemented

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**University Visvesvaraya College of Engineering**

Aug 2004 – Jun 2008

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**Bachelor of Engineering in Electronics and Communication**

**Final Term Project: FPGA Implementation Of Multipliers In The Extension Field GF (2<sup>m</sup>)**

- The project focuses on hardware implementation of multipliers in the extended field GF(2<sup>m</sup>) using FPGA. The basic multiplier structure used in our solution has its roots in the designs used for implementation of Berlekamp and Massey algorithm from the 1960s
- The design presented is scalable
- The design is complete with all simulation reports
- Recorded the implementation of a 163-bit multiplier which finds application in Elliptic Curve Cryptography (ECC)

## INTERESTS AND ACHIEVEMENTS

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- Spot award for developing Reporting Tool (Project Metrics) for CenturyLink India Pvt. Ltd.
- Represented and attended technical seminars organized by IEEE.