

**EMPLOYMENT (8.5 YEARS)**

**Technical Analyst**

**Fiserv India Private Ltd.**

**December 2016 - Current**

- Working on Salesforce
- Worked as a part of the Credit Union Solutions product Galaxy which helps Tellers to perform daily transactions for members and maintain member and employers records. Involved in design, estimation, development, process improvement and review processes.
- Introduced a chat bot to cater Admin, Finance, HR, Travel, development, testing, documentation, L1 support and Knowledge transition process related queries at a single which makes everyone life easier by simply asking their queries. It helped to reduce number of emails/calls to respective departments by 30-60% and helped development/testing team to increase productivity by 10-20%
- Acquired good knowledge of Waterfall development model and CMMI 5 (V1.3) processes such as CAR, SMR, DAR, CM etc.
- Developed custom controls to replace paid controls which saves project costs more than 1000\$.

**Consultant**

**Genpact Headstrong Capital Markets**

**May 2015 - November 2016**

- Worked as a part of Financial Planning product team which provides metrics and reports to quantify client's progress against plan and encourage periodic adjustments to accounts for changing lifestyle and environmental focus.
- Developed windows service which reduces manual effort to track service status. It saves almost 10-15% of the effort spent in the monitoring of the services.
- Acquired good knowledge of Agile Methodology of software development

**Software Engineer**

**Infogain India Private Limited**

**July 2012 - April 2015**

- Worked as a part of Mitchell Regulatory Reporting Services team which provides web based reporting solution of Property & Casualty insurance information to state agencies.
- Involvement in the all phases of the application lifecycle from requirement gathering till deployment.
- Worked as a part of National Health Quest team which is an out of network negotiations service provider.
- Using Windows Service, automated sending emails with RDLC reports to different users which reduces manual efforts significantly and client was more than happy.

**Languages and Technologies**

- Programming Languages – C#, VB.NET, APEX
- CRM : Salesforce, Salesforce Development, Salesforce Administration, Salesforce Implementation
- Operating System – Windows, Linux
- Database – MSSQL Server
- Frameworks and tools –ASP.NET, WCF, Windows Forms, Microsoft Visual , Salesforce CRM, Salesforce Marketing Cloud, Lightning Components
- Others – Team Foundation Server, GitHub, Jira, IIS

**EDUCATION**

**Ferozepur, India**

**Shaheed Bhagat Singh State Technical Campus**

**July 2008 - May 2012**

- B.Tech. in Computer Science and Engineering. Percentage: 79.9
- Main coursework: Data Structures, Design and analysis of Algorithms, Computer Architecture, Artificial Intelligence, Database Systems, Operating Systems, Software Engineering.

**ACHIEVEMENTS/CERTIFICATIONS**

- Received Client Appreciation on reducing manual efforts by automating processes.
- Secured first place in Fiserv Divisional Innovation Fest under Secure Coding category
- Participated in organization level activities which provides visibility across other departments
- Involved in Social Causes through Fiserv to give back to society.

**Anita Garg**

February 2, 2021