**CURRICULUM VITAE**

**CHANDAN KUMAR JHA**

Address : H.NO-358, NEW NO.-729-A, AMBEDKAR MARG

MANDAWALI, DELHI-92

Email\_ ID : cjha.554@gmail.com

Contact no : 8800882327

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| **Career Objective** |

To efficiently utilize and improve my skills and knowledge in progress of your organization which offers to professional growth while being resourceful and flexible.

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| **Work Exp-:** |

* **2 .5 year experience in PUSHPAM COMPUTERS AND SOFTWARE PVT LTD as a Implementation manager (2018-2020)**

**Responsibility**

Software Requirement analysis

Ticketing and Follow up for technical issue

Corporate client handling

Relationship manager

Key Account handling for software user

Troubleshooting

Software deployment

Software feature and update priorities

Pre sales and post sales support

Management team sales stretegy

Handling Government project

Onsite and Online Technical support to our client.

End user training and support

Product implementation

Sales team handling

Provide application customization according to client need.

Coordinate with developer regarding software issue and update.

Ticketing and follow up through mail and chat with client and developer

Requirement analysis and package mapping.

Provide data base service according to client need.

Network support for data transfer, ip configuration, Node IP creation and updating.

Manual testing.

Testing flow and format of report.

Act as a interface between developer and end user.

* **2 year 6 month Experience in Healthscion technology PVT LTD, as a Technical Support Engineer(Software Implementer) (2015-2017)**

**Responsibility.**

LIMS SUPPORT

Onsite and Online Technical support to our client.

End user Customer support.

Database management and customization.

Troubleshooting and debugging of Software issues, Ticketing, Reply to client by email and call .

Provide Online or onsite Trainings to Our client.

Provide application customization according to client need .

Coordinate with developer regarding software issue and update .

Ticketing and follow up through mail and chat with client and developer

Requirement analysis and package mapping .

Provide data base service according to client need.

Network support for data transfer, ip configuration, Node IP creation and updating.

Manual testing.

Testing flow and format of report.

Act as a interface between developer and end user.

**Software Use** - LIMS, Zureka ,CIMS,CRM, labsion ,ERP,

* **One Year exp in CMC LTD (TCS PASSPORT SEWA PROJECT) as Application interface Engineer (Implementation).(2012-13)**

**Responsibility**

Onsite and Online Technical support

Software based Technical Support .

Troubleshooting and debugging of Software issues .

Provide Online or on site training to Government officer regarding TCS application.

Raise Ticket for L2 support (If problem is not resolved at our end)

* **10 month exp in BNP PARIBAS BANK (Byzan PVT.LTD) as Electric banking Support Engineer(Remote Implementation Team).(2014-15)**

**Responsibility**

Onsite and Online Technical support to corporate client(NEFT,RTGS ,BULK TRANSACTION ).

Database management and customization.

Requirement analysis and package analysis .

Troubleshooting and debugging of Core Banking Software issues .

Provide Online or onsite Trainings to Our corporate client .

Provide application customization according to client need .

Act as an interface between client and organization .

Software is used-: SAP ABAP,

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| **Educational Qualifications:** |

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| **Qualification** | **BOARD/UNIVERSITY** | **Passing year** | **Dev** | **Percent** |
| MCA | RU Ranchi | 2012 | 1st | 78%(agg.) |
| B.Sc.CA | RU Ranchi | 2009 | 1st | 67.% |
| Inter | Bihar intermediate | 2005 | 2nd | 49.5% |
| Matric | BIHAR BOARD | 2003 | 1st | 61% |

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| **Key Skills** |

* Software implementation
* Technical support
* Application customisation
* End user training
* ERP implementation
* Software deployment
* Software support
* Ticketing
* Follow up
* Software troubleshooting and maintenance
* Documentation
* Software Update priority schedule
* Software feature testing
* Sas based applications support
* SQL query
* Corporate client handling
* Relationship manager
* Key Account Manager
* Ms office
* Software development life cycle
* Post sales support
* Support to devloper
* LIMS training and support
* Programming Languages (OOPS Concept , C )
* Operating Systems(Ms-Dos, Windows -xp, Win-7,Win- VISTA,WIN-8,win 10)
* Technical Support
* Remote implementation
* Electronic banking application implementation
* Health care software implementation.
* Lab management software
* Advance Excel
* Jeera
* ERP Implementation
* Application support
* End user training

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| **Area of Interest** |

* Banking
* Health care industry
* Networking
* ITES
* Technical Support
* E commerce
* Implementation support
* Remote implementation
* Electronic banking support Engineer

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| **Project Description** |

* **Proj1:During course MCA 6th sem**

Title : ENTEGRATED E.COMMERCE SYSTEM

* **Proj2:During course MCA 3rd sem**

Title : Electricity bill automation system

Tools : C++

**Proj1:During course BCA**

Project Title : Book inventory management system

Tool use : Visual Basic and oracle 10g xe

Objective : To keep all record of Book such author name, Book Name, price details, quarry and generate report.

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| **Personal Profile** |

NAME : CHANDAN KUMAR JHA

FATHER'S NAME : PREM LAL JHA

MOTHER’S NAME : SHANTWANA JHA

DATE OF BIRTH : 06-02-1988

CORRESPONDING ADDRESS : H.NO-358, NEW NO.-729-A, AMBEDKAR MARG

MANDAWALI, DELHI-92

PERMANENT ADDRESS : RAGHUNATH PURI ,SITAMARHI,BIHAR

GENDER : MALE

NATIONALITY : INDIAN

RELIGION : HINDU

MARITAL STATUS : UNMARRIED

LANGUAGES KNOW : HINDI , ENGLISH, MAITHLI

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| **Declaration** |

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

01.07.2020

Place: New DELHI CHANDAN KUMAR JHA