

# KAUSHIK KULKARNI

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## SUMMARY

Detail-oriented, highly motivated Dynamic and dedicated professional with 2 years of comprehensive experience at Hexaware Technologies Pvt Ltd. Skilled in Application Support, Development & Project management. Adept at providing advanced technical support, troubleshooting, and ensuring efficient resolution of complex issues. Skilled in ASP.NET, MS-SQL, Jira, HTML, CSS, Postman, and ServiceNow. Certified in AZ-900 and AZ-204 with a proven track record of successful project implementations and excellent communication skills. Seeking to leverage expertise in .NET technologies and SQL to contribute effectively to an L3 support role.

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## PROFESSIONAL EXPERIENCE

Hexaware Technologies, H5 SIPCOT IT Park, Chennai, Tamil Nadu 603103, India

**Associate Software Engineer**

**03/2022 to Present**

### PROJECTS: -

#### ORYX (INTERNATIONALSOS)

**08/2022 to 10/2023**

- Layered Architecture - Web Application, WCF Services

- Technologies - C#, SQL Server, HTML, Web API

- Developed and sustained applications on the Microsoft platform, focusing on C#, ASP.NET, MVC, SQL
- Successfully delivered all 16 sprints on time, ensuring 100% on-schedule project milestones in Agile Scrum methodology
- Key role in implementing 4 major features, enhancing system performance by 20%
- Refactored code and fixed defects, reducing errors by 15% using .NET framework and ASP.NET
- Wrote and optimized SQL queries and stored procedures for efficient database management.
- Planned, wrote, and debugged web applications, increasing stability by 20%
- Tracked and resolved 60+ issues in JIRA within an average resolution time of 24 hours
- Collaborated with clients to enhance satisfaction by 10%
- Facilitated knowledge transfer for 2 new team members, ensuring swift integration and productivity
- Interacted with customers both on-site and remotely to diagnose and resolve technical problems
- Followed and enhanced CRM processes to manage and document customer requests efficiently.
- Assisted 4 senior developers in crafting Enhancement and Functionalities specification documents, contributing to a 20% increase in document quality and accelerating project progress by 10%

### CLIENT & PROJECT SUMMARY: -

**Oryx** (Web Application) essential for **International SOS** to maintain medical service operation for International SOS customers. It keeps track of clients, their contractual information, their Programs, Sites, and Positions etc. It is a Centralized System for International SOS. ORYX has integration with multiple Systems such as Kronos (Employee Management System), SFDC(Salesforce), INCA (Billing System), etc

## **ASPIRE LIFESTYLES (INTERNATIONALSOS)**

**10/2023 to Present**

- Assumed additional responsibilities as a **Senior Support Engineer**

- Layered Architecture - Web Applications & Web API Support

- Technologies - C#, SQL Server, Web API, Postman, ServiceNow

- Supported .NET applications, providing expertise in application troubleshooting and issue resolution.
- Efficiently resolved 80+ user requests and incidents within agreed timelines, ensuring courteous and professional support via phone and email, and maintaining a 98% customer satisfaction rate
- Proficiently used tools like Postman, Visual Studio 2019, and ServiceNow, SQL leading to a 15% reduction in incident resolution time
- Collaborated with offshore teams in 7+ countries and engineering groups to escalate and resolve complex support issues, achieving 100% team alignment
- Managed 3 High-Priority (P1, P2) incidents to ensure immediate attention and minimal disruption
- Performed Root Cause Analysis (RCA) and conducted impact analysis for critical and high-priority incidents.
- Utilized Azure Log Analytics and Azure Application Insights to gather, analyse, and interpret log data for monitoring and troubleshooting, gaining exposure to Windows Azure and cloud computing technologies
- Implemented an RFA system to streamline communication channels, resulting in a 15% increase in the efficiency of incident categorization and prioritization, thereby ensuring that critical issues are addressed with utmost urgency, minimizing downtime and maximizing productivity
- Proactively engaged with the development team to provide timely solutions and insights, resulting in a reduction in the number of production incidents caused by code issues, data issue enhancing overall system stability and reliability
- Conduct detailed analysis and research on customer incidents to create reusable solutions, while managing customer expectations and priorities to ensure timely follow-up and issue resolution
- Tracked tickets to meet Service Level Agreements (SLAs) improving closure times by 25% from the previous quarter
- Developed and maintained a comprehensive knowledgebase and incident resolution documentation to expedite issue resolution
- Possesses foundational knowledge of Power BI, enabling me to utilize the tool to create reports summarizing requests and incidents for presentation to clients.
- Offered technical guidance and mentorship to 2 new team members, promoting knowledge sharing and best practices.
- Participated in rotational shifts, including periodic weekend work to provide 24/7 support

### **CLIENT & PROJECT SUMMARY: -**

Aspire Lifestyles offers the most comprehensive suite of loyalty solutions in the industry. From rental cars to limo service and even private jets, Aspire Lifestyles has preferred partners that can get your customers anywhere they need to be, on time. For exclusive dinner services to five-star hotel bookings. Aspire Lifestyles provide world-wide services to their various customers like Mastercard, VISA, J P Morgan and Chase, Wells forgo, ETC.

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## **EDUCATION**

### **Bachelor of Technology (B.Tech), Electronics & Telecommunication (2022)**

Punyashlok Ahilyadevi Holkar Solapur University, Maharashtra

**CGPA: 9.14/10**

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## **KNOWLEDGE AND SKILLS**

- Asp.Net, .Net (C#), MVC, - Web API and Web Applications
  - SQL (MS SQL Server) (SQL Queries, Stored Procedures and Functions)
  - Basics Angular.js, Basics of jQuery, HTML, CSS
  - Visual Studio 2019 for development environment
  - Analytics Tool used :- Power BI
  - Bitbucket, Jira, Confluence, JFrog, Postman, ServiceNow, Microsoft Azure
  - Support Tools used: - CRM Systems, SFDC
  - Excellent written and verbal communication, Problem-solving, Customer-focused, Team mentorship, Process-oriented
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