KISHOR JALGAONKAR

416 Pahadi Goregaon, 3C, Unnat Nagar 2, Goregaon West Mumbai-400104.
Email-Id: k3072002@gmail.com, Mobile: 9892467290

PROFILE SUMMARY

- Last 9 years working as Application Support Manager on CKYC Banking Application.
- Past 21 years working in IT Industry, an having extensive involvement in all stages of Software Development Life Cycle.
- Worked on various domains such as Banking, Hospital, Hotel, Courier.
- Experienced in analyzing the Business Requirements, User Requirement Specifications, Functional Requirement Specifications.
- Good experience in coordinating and working with Stakeholders, Developers (offshore and onsite) and End users in team-based environment.

KEY SKILLS

- Interfacing with clients & deploying technology to build successful solutions for Clients.
- Trouble shooter & a key decision maker with well-honed skill set in collaborating with project teams.
- Application Development in Microsoft Technologies such as Visual Studio 2010 onwards, ASP.NET, C#, XML, HTML.
- Web Server and Web Application setup in IIS 6,7,11
- Source Control used such as Visual Source Safe 6, Team Foundation Source.
- RDBMS such as SQL SERVER 2000 onwards, Oracle.
- JIRA, Bug Tracker application used for client Issue tracking system.

WORK EXPERIENCE

❖ *NewAgeIT Technologies Pvt.Ltd., Clientside IndusInd Bank (Banking Domain)*
   APPLICATION SUPPORT ENGINEER, **April'2023 – March'2024.**

   - Analyzing, Testing & Integration of **CKYC application Trackwizz**, Finacle (Core Bank System – Current Account Saving Account Active (CASA), In-Active, Dormant Accounts process), Tappy (Wearables to Clients) and API testing related to specified Application.
   - Preparing and creating document on Business Requirement Document, User Manual, and Testcases.
   - Coordinating with CERSAI for Customers Testbed/Live Credentials process, Revised Template change for development point or view.
   - Daily/Weekly Team meetings and MIS Reports preparation.
   - Drive root cause analysis to prevent recurrence of incidents
   - Participates in weekly discussions with the business users to ensure alignment of priorities
   - Acts as liaison between other program teams including change/release management, incident/problem resolution.
   - Supports the detailed impact assessment of proposed changes.
   - Accountable for projects estimation of work effort, timelines, and resource requirements.

❖ *Miscot Systems Pvt.Ltd. (Banking Domain)*
   DELIVERY & APPLICATION SUPPORT MANAGER, Sept'2016 - Sept'2020

   - Clients Meeting for the Requirement gathering and delivery plans
   - Ensuring execution of plans to achieve individual and team targets
   - Plan, design, implement and manage the implementation of all new installations.
   - Coordinating with CERSAI for Customers Testbed/Live Credentials process,

Revised Template change for development point or view.
- Share requirements with team and discuss the delivery plans and execute it.
- Application Training to Bank staff.
- Handling State/District/Cooperative banks all over India as Goa, Sindhudurg, Pune, Pavana, Mumbai, Ahmednagar, Nasik/Solapur, Surat, Shirpur, Dhule, (North India) Haryan State District & Central Co-operative Bank's Ltd. The Haryana State Apex Co Op Bank Ltd, & The Ambala, Bhiwani, Gurugaon, Jind, Kurushetra, Yamunanagar, Fatehabad, Panchkula, Sirsa, Rohtak, Hissar, Karnal, Faridabad, Mahenderagarh, Jhajjar, Rewari, Sonipat, Kaithal, Panipat Central Co Op Bank Ltd.
- Projects such as

    1. **SwiftDocs** is web based application for CKYC. It facilitates creating, capturing, managing, archiving and retrieving of large volume of documents and contents. It is robust, flexible and secured document management system. It allows seamless integration with other enterprise applications. SwiftDocs handles Scanned Document Images, Electronic Documents, Emails and Electronic Data Output from other applications with equal efficiency and ease.
    - ✓ ICR-OCR form processing & data capturing
    - ✓ Automated workflow
    - ✓ Encryption and compression of documents
    - ✓ Third party Application integration
    - ✓ CKYC Solutions features designed and developed as per RBI and SEBI compliances
    - ✓ Regulatory Compliance
    - ✓ Centralized and De-centralized Customer on-boarding
    - ✓ CKYC compliances with flexible workflows

    2. eKYC Solutions features
    - ✓ Biometric Authentication
    - ✓ OTP Authentication
    - ✓ IRIS Authentication
    - ✓ Digital Signature Integration

❖ *Image Computer Systems Pvt.Ltd. (ERP, Hospital Domain)*
SOFTWARE CONSULTANT, TEAM LEAD, SENIOR SOFTWARE ENGINEER
April'2010 – Aug'2016.

- Start and organize the project activities, Plan and Lead progress meetings, Co-ordinate with customer with project related activities.
- Plan, design, implement and manage the implementation of all new installations and large system expansions.
- Ensure proper resources are in place to provide effective and quality installation and support
- Work directly with customer regarding changes to the project scope and assessment of possible constraints.
- Manage the product life cycle and follow a consistent project methodology
- Prepare, maintain and submit management reports like progress reports and time recording.
- Manage and co-ordinate with team members.
- Research and develop functional requirement and specifications for new and existing products
- Analyses and discuss the business requirements with the clients
- Responsible for the development, implementation and support of the database
- Optimized and modified the triggers, functions, procedures etc.
- Development of the database, procedures, functions, etc.

- Responsible for the dealing with the problems, bug fixing and troubleshooting
- Acceptance testing where I helped team to fix defects and issues raised by testers and end users
- Migrate SQL server 2005 database to 2008, 2008 R2
- Upgrade projects from VS 2005 to VS 2010
- Converted Ms Excel object to Open Office Excel object in the new and existing project
- Converted Crystal reports 9 to SAP Crystal Report of VS2010
- Technology Used,
  - ASP.net 2010, C#, JQuery, .Net Framework 4.0, IIS 7.0, SQL Server 2008R2-2008
  - ASP.net 2005, C#, JavaScript, .Net Framework 2.0, IIS 6.0, SQL Server 2005
  - Open Office Excel, Microsoft Excel 2007,
  - SAP Crystal Reports, Crystal Reports 9.0, HTML document
- Project Such as Web Based Application
  1. Online/Offline Patient, Medical Representative,
  2. Hospital Information Management System,
  3. ERP, Admin and HR module,
  4. ERP, Fixed Assets Module for Tracking & Management System,
  5. ERP, Finance Module.
- Project Such as Desktop Application
  1. SWEET, Fixed Assets Tracking & Management system with barcode

❖ *Vision 3K Technologies (I) Pvt.Ltd.*
SOFTWARE CONSULTANT, TEAM LEAD, SENIOR SOFTWARE ENGINEER
Feb'2007 – Jan'2010.

- I had played a major role for this system as requirement analysis, system design and development of the system from scratch version to version 2.5
- As a Senior Software Programmer I was Involved in version 3.0 to latest for System Analysis, Database Designing, Preparing GanttChart, reporting to project manager
- Analyses and discuss the business requirements with the clients
- Responsible for the development, implementation and support of the database
- Optimized and modified the triggers, functions, procedures, user base data type etc
- Development of the database, procedures, functions, etc.
- Responsible for the dealing with the problems, bug fixing and troubleshooting.
- Creating Functional specifications and Sequence diagram
- Gone through code for optimization and high performance
- Modules such as Accounts related sales/purchase data posting to third party application, Open Cash drawer, Bill details and KOT printing on multiple receipts printers on different ports (wireless, LPT, COM)
- Scheduling, Allocating, Monitoring tasks, focusing on technical issues, coding
- Technology Used
  - VB.net 2005,.Net Framework 2.0, .Net Compact Framework
  - Window Services, Web Service, XML, IIS 6.0
  - SQL Server Express 2005, MS Access 2003
  - Crystal Reports 8.0,9.0
- Projects (Desktop application):
1. Audit Tool-Extract data from web page
2. **GPRS/Wireless version of Restaurant Billing System for Online Sales Collection**
3. **GPRS Version of Purchase Order for garments produc**t: This system helps to the garments sales agent's staff to take PO on their hand held device. It works along with the "Garments System", a raw material processed and developed to

get final garment product this system developed by SoftCon. On placing the PO from the hand held device, the data are transferred through GPRS to Garments Server side system and do further processing of an order. This system work in three different parts

    a) Mobile Application, from which PO is placed by sales agents and keeps update mobile application

    b) Web service, used to transfer PO data from mobile application to static server and transfer update files from server to mobile application.

    c) Window service, used to execute SQL stored procedure of a request send by sales agent for update files such Item Stock text files, Client Outstanding text files, item master, client master as on mobile device.

4. **Middleware Data Transfer Application**: This application is develop to post Restaurant Billing (RBS) Application Sales and Purchase entries as well as it's related masters also gets posted to third party SoftCon, accounts application "SMART BUSSINESS". This application functions in two parts.

    a) Window application, this application from RBS collects all sales data of client side, creates an xml file and that xml file read through web service and stored on server side. Purchases, Purchase Return entries are insert to server side in third party account application. Vendor and Clients master entries of restaurant billing system is also transferred to third party accounts application from both client and server side of restaurant billing system.

    b) Web Service, Upload data of sales collection from client side. Download sales collection data from web server of client side to server side Upload data of server side such as Items, Modifiers, Purchase Items to web server for client side Download data from server side to client side.

5. **Wireless Version of the Restaurant Billing System**

6. **Restaurant Billing System**: An EPOS Desktop Application developed for U.K. based Indian Restaurants and Pubs. This system has been developed in three different architecture such as Standalone, Peer-2-Peer and Client/Server. This application was developed as per client's environment and requirements of theirs. It is a Billing Application on "Touch-Screen" which helps in placing orders, generating Kitchen Order Tickets, Bills and analyzing business through various statement reports like End of the day, Vat Calculation, Discount, Cash/Cheque/Card Collection etc. Reports are printed on receipt printer. This application also has feature of playing Music, giving Promotional Offers, Opening Cash Drawer, setting local as well as network printer for printing Kitchen Order ticket, Bill and other reports. This application is implemented for Indian restaurant joints in London such as "Shahbhag", "Curry Paradise", "Greenman", "K.K.Restaurant".

7. **BPO Enabler**

❖ Worked as **SOFTWARE SUPPORT ENGINEER** around Eight years for various IT & NON-IT Companies.

EDUCATION & CERTIFICATION

- *PMP Training from Effective PMC Pvt. Ltd* (EPMC) completed of 35Hrs.
- *Bachelor's Degree in Commerce, June'2020 - YCMOU.*
- *Master's Diploma in Software Engineering*, Feburay'1997 - APTECH.
- *Diploma in Information & System Management*, September'1994 - APTECH.