



# Gagandeep Singh

Software Implementation Consultant

## CONTACT

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## EDUCATION

- B. Sc ISM(Information System and Management) from Manipal University, Dubai in 2016.
- Specialization in Software Engineering.
- CISCO Certified.

## SKILLS

- SQL
- PHP
- JAVA
- C
- C++
- C#
- MYSQL
- .NET
- JAVASCRIPT
- XML
- CSS
- HTML
- SQL Server 2008R2
- DREAMWEAVER
- PHOTOSHOP
- ADVANCED EXCEL
- TEACHING SKILLS
- ANALYTICAL SKILLS

## ABOUT ME

I am a talented, ambitious and dedicated software consultant, with broad skills and experience in providing customized solutions to address specific customer requirements, improve overall productivity, and dramatically increase efficiency. Implemented projects with difficult deadlines. Furthermore, I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. A key strength is communication; building strong relationships with customers in order to deliver the best results. Even though I take my work seriously, I do have a good sense of humour. I have experience working as part of a team and individually and always energetic and eager to learn new skills.

## EXPERIENCE

January 2021- Present| Senior Software Implementation & Support Analyst  
Constructive Technologies Group, Dubai, U.A.E

- Taking ownership of new client implementations, being the bridge between client and the company, ensuring a smooth implementation where expectations are met.
- Working closely with the Head of Software Development and/or CEO, to ensure coherence in product roll out strategy and go live processes.
- Collaborating on cross-team and cross-product technical issues by working with colleagues from other teams as needed to resolve customer problems.
- Managing critical issues by setting customer expectations, devising and implementing action plans and professionally communicating to all parties involved.
- Reporting the progress of projects to management, and periodically maintaining and updating the project reporting documents
- Providing support after the completion of the implementation.
- Keeping up to date on new functionality introduced in the latest product releases.
- Helping with the collection of client requirements, documenting these.
- Creating Requirements documents.
- Carrying out functional testing during development, release, before and during the implementation.
- Providing user trainings and handling queries from clients.

## ADDITIONAL ACTIVITIES

- Worked as Technical & Operational intern and as an IT-Salesman.
- Part-time programming tutor.
- Home tutor for CBSE students.
- Developed a web app for my graduation. The project was implemented as a web application which allows university students to buy, sell and recycle products and gain points on uploading or denoting the products.
- Worked as a promoter in GITEX, Dubai for year 2014 and 2015 and worked with brands like Plugins and E-Max.
- Participated in the 24 hours Hackathon Competition called "APPATHON" organized by Emirates Islamic Bank in JLT Almas Tower in Dubai, from Feb. 26th, 2016 to Feb 27th 2016.
- Participated in the 36TH GITEX TECHNOLOGY WEEK 2016 at World Trade Centre, Dubai from 16th- 20th October 2016.
- Worked as Software Instructor at Hamdan Bin Mohammed Smart University from Jan 2017 – March 2017

## LINKEDIN

[linkedin.com/in/gagansingh123](https://www.linkedin.com/in/gagansingh123)

## July 2018- December 2020|Software Implementation Consultant Oasys Information Technology L.L.C, Dubai, UAE

- Providing software training to clients onsite and remotely in MEA region for HR and Payroll Systems in the hospitality industry.
- Understanding client requirements, verifying the technical and functional information provided by clients in order to implement the software solutions accordingly.
- Involving in the data migration for the new clients as well as upgrading the existing clients using T-SQL scripts and excel.
- Responding to the queries and issues raised through emails and calls.
- Customizing various types of complex reports for end users.
- Assisting different departments such as IT/Finance/HR regarding the application functionality to enhance work productivity.
- Carrying the processes required for installing and implementing the software solutions to clients .
- Debugging the application using IDE called PowerBuilder for desktop applications.
- Creating and modifying procedures, functions in SQL as and when required.
- Providing assistant in database backups, setting automated jobs, configuring SMTP details for the clients.
- Assisting clients and users about the application functionality and technical help needed for live run.
- Getting the Sign off after closing the projects for various hotel chains across Middle East & Africa such as Canal Central Hotels, Radisson Blu Fujairah, Royal M Abu Dhabi, Saadiyat Beach Club Abu Dhabi, Hilton Lusaka, Hilton Curio Lagos, Royal Tulip Muscat and Hyatt regency Addis Ababa.
- Scheduling & updating the application updates as when required for the clients by coordinating with the development team internally and explaining the importance to the clients for the same.

## April 2017- April 2018|Software Tester Cum Operations Executive Illusions Online, Media City, Dubai, UAE

- Identifying & tracking bugs and to work with developers to ensure bugs are fixed.
- Developing, implementing and executing automated and manual test cases for existing and newly developed applications for cloud-based software solutions to the travel and tourism industry.
- Creating user manuals for the clients regarding the application processes.
- Using T-SQL scripts to check logs and to identify the detailed functionality of the system process technically.
- Providing helpdesk support to the queries and issues raised by clients via call, emails and through CRM application for raising and closing the assigned tickets.
- Gathering raw data and analyzing it for providing the required information to higher management for operational support.
- Providing administrative support to the CEO and VP.
- Coordinating with suppliers and taking confirmation numbers for the online bookings of VIP clients.
- Providing training to clients.