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PORTFOLIO

Freelance - 2019 to Present

Project	Brief Description
Clinic IT Solution	Used by clinics to manage operations such as Appointments, Queue Management, Invoices, communications, CRM, Sponsors, Document Management etc.
Cab Operations Server and Mobile Apps	Commuters use this solution through their mobile to check, book and track cab services from registered cab operators.
Remote Assistant	Remote Desktop Application with integrated VOIP, remote commands, file and screen sharing.

Emirates Group IT - 2011 to 2019

Project	Brief Description
Technical Execution of Hackathons	Event in which computer programmers and others involved in software development, collaborate intensively to create a usable software based on the problem statement given at the event.
Technical Execution of Roadshows	Events conducted to announce and demo the latest achievements of Innovation Lab.
Technical Mentorship to HEADs Community	A community of passionate employees who come together and brainstorm on pioneering ideas, develop them, and apply these ideas to the business to achieve improved efficiencies and productivity during their extra out of office hours.
Technical Contributions to Newsletters	Journals with information on the current work progress at Innovation Lab, latest technology & trends in IT etc, sent out to Higher Management and other interested Subscribers
SPRING App	This App is a digital distribution platform, developed and maintained by Emirates Innovation Lab, for mobile apps of Windows, Andriod & iOS operating systems. The app allows authorised emirates users to browse and download apps developed by HEADs community members.
SMART Wall	Solution that converts any wall to a touch screen using a Projector and Microsoft Kinnect device.
Customer Sentiments Dashboards	Dashboard for analyzing how customers are feeling at the moment about Emirates Airlines services. It helps analyse areas of improvement.

Analytics Management Utility	Application to create, setup and generate reports on web of analytics.
Microservices Deployment Tool	Application to automate and manage the deployment and configuration of microservices on the server environment using pre-setup scripts on click of a button.
Skywards Engagement App	App to keep skywards members actively engaged by offering auctions, offers and suggestions on holidays packages, events and other products based on customer preferences, categories and behavioral history.
Innovation Portal	A central conveniently accessible repository of information about Innovation Lab, its activities, current progress, blogs etc.
Kanban Portal	A project management, reporting and tasks status visualization portal for Innovation Lab projects.
Emirates.com	Customer Portal with support for multiple languages, integrated with booking engine, loyalty program as well as most of the services provided to the customer by Emirates Airlines as well as third party partners.
Secure Token Service for Single Sign-on using SAML 2.0	Application to allow users accessibility to multiple applications with single login.
Emirates Group Budgeting System	Product through which company with manage the company budget.
Group Medical Training	Application and reports to manage First Aider's work and their accessibility information.
Online Grading System	Product to manage Airline Pilots' training and licensing requirements.
Master Flight Plan Scanning application using Kofax APIs	Project to upgrade Airline flight plans scanner solution from traditional gigantic machine to modern compact device.
Standard schedule information manual(SSIM) Web Editor	Application to manage Airline flight schedules information
CRIS Debug Assistant Tool	Application which automates and allows users manage day to day support work with less efforts
Customer Relationship Information System	Product to manage customer relationship and frequent flyer programs in a single integrated system.

TESCO - 2007 to 2010

Project	Brief Description
Project Release Manager	Application to track the status of project tasks within multiple inter-dependent teams.
Impact Analysis Tool	Application to find the Impact of a database change and report the applications being affected and the alterations required.
Dynamic IL Monitor	Product which Monitors and raises alerts if any data in form of files, MSMQ, Biztalk messages, SQL data etc has not flown to and from Integration layer as expected and to monitor SQL Server job and raise alerts if any failure happens.
Tesco Operating Model(TOM)	Tesco Operating Model is a framework used to carry out most of the retail operations synergistically.
NG Decommissioning Scheduler Interface	A SSIS application to replace the old NG application (developed in C)

Essar Enterprise “Aegis BPO” - 2006 to 2007

Project	Brief Description
Human Resource Management System Application	A web application to maintain and keep track of employee details across Aegis BPO.
Standard Chartered Agent Application	A desktop application Integrated with CTIOS which will be used by agents of Standard Chartered campaign to dynamically get outbound calls from Dialer and to dispose the calls as per respective dispositions in the dialer and the database.
Tata AIG Agent Application	A web application Integrated with CTIOS using Lyrical Designer tools supplied by Ensemble which will be used by agents of Tata AIG campaign to dynamically get outbound calls from Dialer and to dispose the calls as per respective dispositions in the dialer and the database.
Save My Bill Agent Application	A web application Integrated with CTIOS using Lyrical Designer tools supplied by Ensemble which will be used by agents of Save My Bill campaign to dynamically get outbound calls from Dialer and to dispose the calls as per respective dispositions in the dialer and the database.
AMD Agent Application	A web application Integrated with CTIOS using Lyrical Designer tools supplied by Ensemble which will be used by agents of AMD campaign to dynamically get outbound calls from Dialer and to dispose the calls as per respective dispositions in the dialer and the database.
Leads Upload Application	A web application to load and scrub leads received from various client companies into the database for their respective campaigns.
Master Appointment Dashboard	A web application to maintain and keep track of appointments of customers, scheduled by Crosslink for their client companies

ADITYA BIRLA GROUP “Minacs” - 2004 to 2006

Project	Brief Description
MIS Head Count Application	A web application to maintain and keep track of status of employees across Minacs (Bangalore - 2 centers and Mumbai - 1 center)
Leads Upload Application	A web application to generate text files of respective queues, for all outbound campaigns.
Leads count and Sale file generation Application	A web application for MIS which will be used to keep track of leads in the databases of various different campaigns and will provide the facility for the generation of the Sale Files of various different campaigns in the required formats (excel, text, csv).
Automation of MIS Reports	A desktop application that enables the generation of various reports in the form of excel sheets dynamically during runtime as per the SQL stored procedures.
Leads scrubbing Application	This is a web application to remove unwanted leads from the Lead file (sent by clients), for various campaigns.
MS End Track Application and Reports	A web application for maintaining records of customer queries and their status for the Microsoft campaign (E-mail based) and generation of reports required by the MIS.
Apple Chat Application and Reports	A web application for capturing customer queries over chat and generation of reports required by the MIS.
UICI Tiff image application	This is a web application for displaying tiff images to the agents, who will type the data of the image screen shots into the application to store it in our database.
IS Application	This is a web application for performing various backend activities like retrieval of data, correction of data, blocking of unwanted leads etc.
Micro tracker Application and Reports	A web application for maintaining records of customer queries and generate dynamic Reports required by the TL's and MIS for monitoring the status of agents.
Exception Handling System and Reports	A web application to monitor schedule adherence, to track exceptions for an agent and to meet the staffing interval of Providian Campaign. Reports required by the Team Leaders and MIS.
Automation of End of day Activities	A desktop application to extract data for each outbound campaign from the Dialer database (Sybase) and dump it into the respective SQL Server database after the calling is done.
Providian 1 Touch Application and Reports	A web application to capture work data of agents. Reports required for analysis purpose
Bulldog Dialer files creation Application	A web application for the creation of files to be uploaded to the dialer based on various combinations of parameter selections by the user.
Bulldog Reports	Dynamic web reports required for analysis of campaign and agent performance.
UICI LEADS upload Application	A desktop application to validate and extract data into Minacs database from Leads and Objectives files sent by the client.

Sehr Cyber Soft - 2003 to 2004

Project	Brief Description
OS and Software Installations	Deployment and Setup Services provided to clients
Computer and Software Troubleshooting	Maintenance Services provided to clients
Software/Data Backups & Restoration	Crisis management Services provided to clients