



TRIVEDI JALPA (+61481370025)

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RANGE OF EXPERIENCE

Jalpa Trivedi is a Software / Software Support engineer (on call as well as remote support) with five years of experience in application and Database support and development. Mainly focused on Microsoft .Net, Microsoft Office 365, SharePoint 2010 /SharePoint 2013 (OOTB features), Xamarin and SQL SERVER.

Jalpa is also an expert in Microsoft web and desktop application development, across front-end (Web/Desktop), and back-end applications. She is good in various areas of technologies and tools, such as ADO.NET, SQL Server, WCF, ASP.NET, C Sharp, HTML5, JavaScript, SSRS, SSIS, Android, Dynamics 365 and IOS. With successful delivery of more than 12 projects, she has gained knowledge in life science sector, design, and consulting industry. Additionally, she has excellent knowledge on Incident, Task, Service and Problem management technically and process wise as well.

TECHNOLOGY CAPABILITIES

- Database: SQL Server 2008, SQL Server 2012.
- Design Tool: Microsoft Visio
- Development Tool: MS Visual Studio, Xamarin Studio
- DotNet: .NET Framework, ADO .Net, ASP.NET, IIS, InfoPath, SharePoint
- Industry Skills: Health Science, Life Sciences (ePharma, eClinical, eMedica)
- Operating System: Windows Server
- Programming Language: ASP, C#, CSS, HTML, JQuery, powershell and SQL.
- Project Management: Microsoft Team Foundation Server.
- CMS: SharePoint 2010
- Reporting: SSRS
- Ticket System: Remedy, CRM (Microsoft use that for ticket management)
- Cloud: office 365, SharePoint online, Support ADFS

TRAINING AND CERTIFICATIONS

- Certificate: Advance Degree in Software Engineering.

PROFESSIONAL AND BUSINESS HISTORY

St Josheph School (Geelong): Software engineer, 2017-09 to 2017-11

Shanghai Wicresoft Co. Ltd. (Shanghai): Software engineer, 2016-4 to 2016-12

Pactera Technology limited (Shanghai): Software engineer, 2013-12 to 2016-3

ICaliber (Vadodara): Software engineer, 2010-6 to 2012-06

PROFESSIONAL AND BUSINESS EXPERIENCE

Project: LDAP & SQL Data connection

Business Area: Education & Technology

Technologies used: Asp.net MVC, C#, .net 4.5, Telerik controls, JQuery, SQL Server 2012, WCF

- Here Customers prefer to consolidate their students and teachers' information from existing third party on premise application with their active directory information and validate their task, availabilities and utilizations. Additionally, We have offered them error/ warning log facility which stored in server in text file.
- Responsible to gather information, setup development environment in client domain
- Implemented data access framework using Microsoft Enterprise Library, design UI using Telerik controls, HTML5, JQuery,
- Created deployment script and documentation for the customer's IT department
- Drafted technical specification, user guide and use cases

Project: Software Support Engineer – L2 & L3 level support to Microsoft Office 365 products

Business Area: Microsoft Office online (O365) support

Technologies used: Microsoft O365, PowerShell, Active Directory, Active Directory Synchronization services, Windows Server 2008, 2008R2, 2012R2, 2016, SQL Server 2008 and SQL Server 2014

- Troubleshoot the custom issue and provided the solution related to O365

- Make PowerShell script and run in order to solve the custom issues.
- setup configuration or reconfigure O365 sync jobs, assignment in O365 subscription and license, assist in domain and organization profile setup for customer, maintain and guide regarding service and add-ins and security & privacy in O365, aid in user insert and modification as well as assist in create & maintain groups (e.g., security group, distribution group, O365 group), assist in assign permission and roles for SharePoint sites and maintain Azure AD PowerShell. In addition, help to setup MFA to the users
- Help to install Office 365 App and troubleshoot.

Project: Software Engineer / L2 & L3 Level Support Engineer

Business Area: Microsoft Platform Migration

Technologies used: C#, [asp.NET](#), CSS, SQL, Javascript, VS2013, SQL 2012, Windows 8, Windows 2008

- Migrate existing software products and/or collaborate with latest product
- Developing and designing custom Web Controls and User Controls providing code reuse and ability to inherit complex UI. Writing business and data access components (as separate assemblies) in .net utilizing [ADO.NET](#) transaction management which can be used virtually in any available Database in the market. Create subroutines, user defined functions and special software roles, which restrict access to data from database. Using a variety of tools and techniques, which include SQL Server Profiler, Query Analyzer and index tuning provides technical support on .net base product with in SLA

Project Name: eCollab Platform

Business Area: Life Sciences (ePharma, eClinical, eMedica)

Technologies used: SharePoint 2010, VS 2010, SPD 2010 Workflow, Windows Server 2008.

eCollab platform is providing organization associated themes, content type, custom column, approval workflow, custom timer job, Security and restriction

- Responsible for wrote business logic and create UI.
- Get Issue/requirement details from the end user and provide a solution to client within SLA.
- Need to take care of weekly CR as well as prepare SOPs for each every Incidents.
- Contributed to prepare pages using HTML5 and JavaScript, which is highly efficient, scalable, cross browser capable and compatible to device(s) and portal

Project Name: Hospital assistant

Business Area: Health Care

Technologies used: VS 2008, c#, SQL Server 2005, SSRS, Windows Server 2003, Net 2.0, C#

The project Hospital assistant is to maintain firm's client personal information, facilities, entry and exit record, bill function, firm's assets and liabilities. The application is vastly configurable by

firm's Admin department. The Application is highly efficient, scalable, cross browser capable and compatible.

- Responsible to make common classes, interface and consume in a functions (c#)
- Create SQL Table and Columns.
- Prepared use case and user guide.
- Performed System Integrated Test (SIT)

Education

- B.H.M.S., North Gujarat University, 2010
- All India Computer Saksharta Mission (MS Technology), 2011
- Chinese Language Program, Jiaotong university, 2013
- Microsoft Programming in C# (MCP), 2015