

ANUJ SOGAL

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CAREER SNAPSHOT

- **Program Manager** with **7 years** of professional experience in Banking, Telecom and FinTech
- **MS in Computer Science**, Binghamton University – New York
- Key Skills: **Customer Success and Program Management**

PROFESSIONAL WORK EXPERIENCE

Key Skills:

- **Customer Success management** – Onboarding and managing multiple clients, Customer escalation point, Recording customer metrics, Maintaining Customer documentation
- **Program management** – Project planning, monitoring and control; requirements, change, release, and risk management.
- **Release management** – Manage CI/CD pipelines, Release orchestration, communicate key project plans, change and risk management.
- **Software Development** – Requirement analysis, product design, debugging, quality assurance; agile and waterfall methodologies of SDLC
- **Technical Skills** – Groovy, Jenkins, Git, uBuild, uDeploy

Qwiksilver Solutions Limited

Dec 2019 – Jun 2020

Program Manager

Clients: Retailers, Lifestyle Brands, Resellers

- Qwiksilver is the leading Gift Cards technology solution provider in India with an unbeatable 90% market share, virtually creating the gift card processing industry here
- Launched gift card program for multiple retail customers.
- Post live operations management for resellers.
- Product Enhancements & Innovation based on experience gained in Customer interactions
- Cross-team co-ordination centred around Customer Experience management

Wipro Limited

Oct 2019 – Dec 2019

Technical Lead – Communications

- Selected as a Technical Lead to adopt Devops to the Billing and Revenue Management (BRM) communications domain.

Freelance

Feb 2019 – Sept 2019

Business Development Manager

- Generate leads to on-board new customers to launch marketing campaigns
- Nurturing existing clients to provide new lists for expanding their customer base for marketing campaigns
- Providing data services such as data cleansing, data building, data proofing to customers
- Building an android app to provide robust solutions to customers for their marketing campaigns
- Provide training to new team members to ramp up their ability to deliver

Wells Fargo

Dec 2016 – Jan 2019

Business Systems Consultant – Enterprise Information Technology

Parent Company: Randstad Technologies, USA

- Responsible for implementing strategies for continuous delivery of software on the CICD tool namely uDeploy
- Responsible for adherence to standards of testing and documentation while advancing development changes through the SDLC process
- Lead and coordinate the Go-Live activities including the execution of the deployment plans and checklists
- Build production implementation plan for each release and run the monthly release meetings
- Respond to technical queries relating to the uDeploy tool
- Follow up on Release artifacts including implementation and rollback plan
- Provided demo of uDeploy to newly on-boarded applications within the organization

Bank Of America

Aug 2015 – Dec 2016

Automation Engineer – DevOps Automation Engineering

Parent Company: Randstad Technologies, USA

- On boarded enterprise applications on UrbanCode toolset
- Troubleshooting build and deployment errors for application teams in non-PROD and PROD environments
- Provide on-call support for release activities and deployment errors in PROD
- Documenting SOP and release activities for internal team reference
- Provide project training to internal teams

CenturyLink Technologies India Pvt. Ltd.

July 2008 – July 2011

Software Engineer – Gateway Maintenance

- Provide Tier 3 maintenance-development for internal tool named project metrics and troubleshoot Gateway project issues
- Tested a project tool in Java to record work metrics of employees
- Tested a GUI of an expense management system
- Tested application specific password expiry scripts in UNIX
- Coordinated with AIPs in SWAT calls and tested alarm systems for multiple gateway applications
- Worked with multiple teams to resolve triage production problems of varied severity
- Created metrics reports for the senior management

EDUCATION, ACADEMIC PROJECTS

Binghamton University

Aug 2012 – Dec 2014

MS in Computer Science

Final Term Project: Job Website

Jan 2014 – Dec 2014

- Designed and developed a job website, prepared Website design documents
- Separate applicant and employer registration pages were implemented

University Visvesvaraya College of Engineering

Aug 2004 – Jun 2008

Bachelor of Engineering in Electronics and Communication

Final Term Project: FPGA Implementation Of Multipliers In The Extension Field GF (2m)

- The project focuses on hardware implementation of multipliers in the extended field GF(2m) using FPGA. The basic multiplier structure used in our solution has its roots in the designs used for implementation of Berlekamp and Massey algorithm from the 1960s
- The design presented is scalable
- The design is complete with all simulation reports
- Recorded the implementation of a 163-bit multiplier which finds application in Elliptic Curve Cryptography (ECC)

INTERESTS AND ACHIEVEMENTS

- Spot award for developing Reporting Tool (Project Metrics) for CenturyLink India Pvt. Ltd.
- Represented and attended technical seminars organized by IEEE.