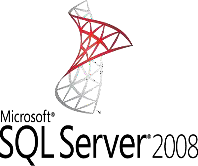
**Harshdeep Kaur**

**Senior Program Manager Phone: (347)-970-9549**

**Email:** [**harshdeep55@hotmail.com**](mailto:harshdeep55@hotmail.com)

**Professional Summary:**

* Experienced and PMP Certified IT professional with 15+ years’ experience in web development/application
* Project Management with strength in various Microsoft Technologies like **MS CRM Dynamics/ 365**.
* Dedicated and focused project management specialist with several years of experience excelling at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Flexible, detail-oriented, and adaptive team player with expertise in equipment operation, staff training and development, customer service, and process improvements.
* Project Manager versed in all aspects of project and personnel management. Results-oriented and high-energy professional with a talent for leading by example and inspiring peak performance. Dedicated to fostering strong effective team relationships.
* Strategic-thinking project manager with several years of experience in budgeting, forecasting, and risk management. Observant and resourceful professional dedicated to delivering project objectives within the stipulated time, resource, and budget constraints.
* An outstanding collaborator who is comfortable working with others to execute projects to achieve company objectives.
* Versatile project manager possessing dynamic client oversight, issue resolution, and cost analysis skills. I offer several years of demonstrated history of successfully juggling multiple projects simultaneously. Strong knowledge of MS Office and various project management software.
* Results-driven professional in project management, known for high productivity and efficient task completion.
* I am skilled in strategic planning, **risk management**, and stakeholder communication. Excel at leadership, time management, and adaptability, ensuring projects meet objectives seamlessly. Accomplished program management professional specializing in occupational safety. Recognized for outstanding efficiency and effectiveness in project management.
* Proficient in aligning business objectives with technology solutions to drive innovation and optimize processes.
* Adept at managing cross-functional teams across geographically dispersed locations to ensure cohesive project execution.
* Extensive expertise in **Agile and Waterfall methodologies**, fostering adaptability to varying project requirements.
* Proven track record of delivering complex IT projects within time and budget constraints, ensuring stakeholder satisfaction.
* Skilled in leading large-scale software development initiatives, incorporating quality assurance and risk mitigation strategies.
* Strong communicator with the ability to bridge technical and non-technical stakeholders for seamless collaboration.
* Experienced in implementing enterprise-wide digital transformation initiatives, enhancing operational efficiency and scalability.
* Expertise in resource allocation, vendor management, and contract negotiation to maximize ROI on projects.
* Committed to continuous learning and process improvement to adopt emerging technologies and best practices.
* Demonstrated ability to integrate **CRM** solutions, including **MS Dynamics 365**, to streamline business processes and improve user engagement.
* Highly skilled in creating and maintaining detailed project documentation, ensuring clarity and compliance.
* Expertise in managing software testing, deployment, and post-implementation support for mission-critical systems.
* Adept at fostering strong team dynamics, mentoring, and empowering team members to exceed project expectations.
* Hands-on experience with risk analysis and contingency planning to minimize project disruptions.
* Skilled in analyzing business requirements and translating them into actionable technical specifications.
* Demonstrated expertise in risk analysis, contingency planning, and crisis management to minimize project disruptions.
* Hands-on experience in software testing, deployment, and post-implementation support for mission-critical systems.
* Proficient in creating and maintaining detailed project documentation to ensure clarity, compliance, and stakeholder alignment.
* Experienced in fostering strong team dynamics, mentoring, and empowering team members to exceed expectations.
* Committed to continuous learning and process improvement to adopt emerging technologies and industry best practices.
* Accomplished strategic planning, stakeholder communication, and leadership to deliver impactful project outcomes.

**Education:**

Bachelor of Business Administration from Guru Nanak Dev University, Amritsar India – 2012

**Certifications:**

**Microsoft Certified in ASP.NET PMP Certified by PMI**

**Technical Skills:**

|  |  |
| --- | --- |
| **Skill Area** | **Tools/Technologies** |
| **Development Frameworks** | Microsoft Visual Studio .NET Workflow WF, .NET SDK |
| **Collaboration Platforms** | SharePoint, SharePoint SDK |
| **Database Management** | Microsoft SQL Server, Oracle |
| **Reporting & Analytics** | SQL Server Reporting Services (SSRS) |
| **Scripting/Programming** | JavaScript |
| **Project Management** | Microsoft Visio, Scope Management |
| **Operations Management** | Cost Management, Resource Management, Revenue Growth |
| **Portfolio Lifecycle**  **Management** | Stakeholder Management, Vendor Management |
| **Team Development** | Cross-functional team leadership |

**Professional Experience:**

**Client: Tech Mahindra/Ford Credit, Detroit, MI(Remote) May 2023 – Till date Role: Senior Program Manager**

**Domain: Finance**

**Project Description:** Led a multi-million-dollar strategic transformation program for **Ford Credit**, aimed at modernizing automotive finance operations and enhancing customer experience through digital innovation. Managed complex, cross-functional initiatives to align with Ford Credit's business goals, including process automation, cloud migration, and advanced analytics implementation.

**Responsibilities:**

* Developed project plans, identified risks, set objectives, and monitored progress towards completion.
* Coordinated with internal stakeholders to ensure the successful implementation of the program initiatives.
* Communicate regularly with external partners to ensure alignment of strategies and goals.
* Drafted reports for senior management highlighting key milestones achieved throughout the program lifecycle.
* Conduct regular meetings with team members to review progress and address any issues or concerns arising from the program execution process.
* Assisted in developing training materials for new hires in the IT PMO involved in the program activities.
* Developed scorecards that track performance metrics related to customer satisfaction levels.
* Configured and managed the Project Portfolio Management (PPM) system within the Enterprise Project Management Office (EPMO), including tools like SharePoint and MS Project Server, enhancing project tracking and reporting efficiency.
* Conducted risk assessments and developed mitigation strategies to address potential challenges, ensuring project continuity and reducing overall risks.
* Fostered a culture of continuous improvement by implementing feedback loops and post-project evaluations to

enhance future project performance.

* Acted as a liaison between technical and non-technical teams, translating complex concepts into actionable strategies for stakeholders.
* Developed and maintained project documentation, including charters, risk registers, and lessons learned, ensuring compliance with organizational standards and methodologies.
* Led cross-functional Agile teams, facilitating sprint planning, daily stand-ups, and retrospectives to drive iterative development and timely delivery of project goals.
* Spearheaded process improvement initiatives within the EPMO, achieving a 20% increase in project delivery efficiency by optimizing workflows and automating reporting mechanisms.
* Collaborated with senior executives to align project priorities with strategic business objectives, ensuring maximum ROI and stakeholder satisfaction.

**Client: Cognizant/Con Edison, Manhattan, NY Jan 2020 – May 2023 Role: Senior Program Manager**

**Domain: Utilities**

**Project Description**: As a **Senior Program Manager at Cognizant**, you will be responsible for overseeing complex programs and projects for our prestigious client, Con Edison. Con Edison, a leading energy company, is undergoing a transformative journey in leveraging cutting-edge technologies to enhance their operational efficiency, customer engagement, and sustainability efforts. This role will involve managing large-scale, multi-faceted projects, ensuring they align with the company's strategic objectives, and driving successful outcomes through leadership and cross-functional collaboration**.**

**Roles and Responsibilities:**

* Manage process areas of resources between onshore and offshore. Manage day-to-day IT operations, which include incident management, problem management, change management, service requests
* Led the IT Project Management Office (PMO) to standardize project management practices across the organization, improving project delivery efficiency by 90% within 1 Year.
* Coached and trained MCIT staff on project management standards, policies, and tools, enhancing team competency and adherence to best practices.
* Implemented IT portfolio planning processes, overseeing demand management and guiding the annual and quarterly planning efforts, resulting in improved project prioritization and resource allocation.
* Develop and grow a team following our clients’ principles and processes, including developing optimal structures and clear accountabilities, maximizing employee performance, and providing mentoring and coaching, to ensure the right people in the right roles to deliver IT services required to achieve business objectives.
* Develops and maintains service-level agreements with user departments and business units.
* Managed program budgets and timelines, ensuring projects stay on track and within allocated resources.
* Cultivated strong relationships with internal clients and key stakeholders throughout the project lifecycle, ensuring alignment with project goals and timely delivery of IT services.
* Established and maintained risk management practices to proactively identify, assess, and mitigate project risks, ensuring seamless project execution.
* Spearheaded change management initiatives to minimize disruptions and ensure smooth transitions during organizational or project changes.
* Conducted regular project reviews and retrospectives to identify lessons learned and drive continuous improvement in project management practices.
* Developed dashboards and reports to track project metrics and KPIs, providing stakeholders with real-time insights into project progress and outcomes.
* Partnered with cross-functional teams to align project objectives with organizational goals, fostering a culture of collaboration and shared success.
* Implemented agile methodologies to improve team agility and responsiveness, reducing delivery timelines, and enhancing client satisfaction.
* Oversaw vendor management, negotiating contracts, and ensuring timely delivery of third-party services to meet

project requirements.

* Designed and implemented communication plans to keep stakeholders informed, ensuring transparency and engagement at every project stage.
* Conducted workforce capacity planning to optimize resource allocation and reduce project bottlenecks.

**Client: Tech Mahindra/The Aerospace Corporation, Hartford, CT Nov 2016 – Oct 2019 Role: Program Manager**

**Domain: Aerospace and Defense**

**Project Description: Tech Mahindra** is engaged in a strategic partnership with The **Aerospace Corporation** to support the design, development, and deployment of cutting-edge aerospace systems and technologies. The Program Manager will oversee complex, multi-disciplinary projects focused on advancing satellite systems, space exploration technologies, and defense applications. This position demands leadership, strategic planning, and cross-functional coordination to ensure the successful delivery of high-quality solutions aligned with client expectations.

**Roles and Responsibilities:**

* Developed project plans, identified risks, set objectives, and monitored progress towards completion.
* Experience in requirements capture analysis techniques, and process improvement approaches. Performing design and development of Web applications in CRM Dynamic 2011 environment using .Net framework, jQuery, JavaScript, Ajax, HTML, and CSS technologies.
* Communicate regularly with external partners to ensure alignment of strategies and goals.
* Coordinated with internal stakeholders to ensure the successful implementation of the program initiatives.
* Researched market trends related to industry-specific programs and developed strategic plans based on findings.
* Defined and maintained portfolio, program, and project management guidelines, standards, and tools, ensuring consistent application across the organization.
* Created and distributed comprehensive reports measuring the quality of portfolio performance to senior leadership and client stakeholders, facilitating data-driven decision-making.
* Configured and managed the Project Portfolio Management (PPM) system within the Enterprise Project Management Office (EPMO), including tools such as SharePoint and MS Project Server, to enhance project tracking and reporting efficiency.
* Conducted data analysis and developed metrics to support strategic decision-making, resulting in improved project prioritization and resource allocation.
* Led cross-functional teams to successfully deliver complex projects within scope, time, and budget constraints.
* Provided mentorship and guidance to junior project managers, fostering a culture of continuous improvement and professional development.
* Implemented Agile methodologies across multiple projects, increasing team productivity and stakeholder satisfaction.
* Developed and maintained risk management frameworks, ensuring proactive identification and mitigation of project risks.
* Facilitated workshops and training sessions to educate teams on project management best practices and tools.
* Managed vendor relationships and negotiated contracts to optimize project budgets and timelines.
* Delivered high-quality presentations to executive leadership, effectively communicating project status, risks, and recommendations.
* Ensured compliance with regulatory and organizational standards in all project deliverables and processes.

**Client: Big Spaceship, Brooklyn, USA Dec 2015 – Nov 2016 Role: .Net Developer**

**Domain: Digital Marketing & Creative Agency**

**Project Description**: The **PURINA project** aimed to develop and enhance a digital platform to promote PURINA's pet care products and services, aligning with the company's mission of improving the lives of pets and their owners. Big Spaceship, a creative agency, partnered with PURINA to create an engaging and scalable solution, leveraging modern web technologies to provide users with a seamless experience.

As a .Net Developer, I was responsible for designing, developing, and maintaining robust backend solutions to ensure the efficient delivery of platform features. The project focused on implementing a dynamic, user-friendly web application with responsive design and optimized performance.

**Roles and Responsibilities:**

* Development and support of .NET application using Framework 4.0 and 4.5, Visual Studio 2013 in C#, MVC, and web forms; front end with HTML5, CSS3, JavaScript, jQuery, and JSON to make website responsive designing compatible with different devices like iPhone, iPad, tablet, Android, laptop, etc.
* Managed program budgets and timelines, ensuring projects stay on track and within allocated resources.
* For newer sites IIS 10, GIT, Umbraco, and CMS (Content Management System), set up environment security measures in the front-end and backend to run the websites based on authentication and authorization and loading the shared networks.
* Developed project plans, identified risks, set objectives, and monitored progress towards completion.
* Use a manual bootstrapping method to have more control over the initialization process. Working on Google Analytics, AdSense, and Ad Choice.
* Set up the database using MySQL 2008R2 for new and existing websites.
* Monitored and reported on program financial performance, implementing cost-control measures to stay within budget constraints.
* Integrated third-party APIs for features like location-based services, product recommendations, and user authentication.
* Enabled real-time data synchronization using SignalR for interactive user experiences.
* Conducted code reviews and implemented performance enhancements to ensure the application could handle high traffic.
* Implemented caching strategies to reduce server load and improve response times.
* Worked closely with frontend developers to ensure smooth integration of UI components with backend services.

**NYC Human Resources Administration, Brooklyn, NY Dec 2014-Aug 2015 Program Manager**

**Roles and Responsibilities**:

* Analysis, designing, implementation, and development for new business solutions and debugging, supporting level existing application
* Working on ASP.NET, C#, HTML/XML, JavaScript, CSS, AJAX web technologies, troubleshooting T-SQL queries, SSRS, SSAS, stored procedures, views, and functions, and finally testing to deploy the application into the production environment.
* Drafted reports for senior management highlighting key milestones achieved throughout the program lifecycle.
* Worked closely with other departments to support program technical aspects and cost proposals.
* Provided leadership, insight, and mentoring newly hired employees to supply knowledge of various company programs.

**Client: AT&T, NY, USA Jun 2014 - Aug 2014**

**Role: Program Manager Domain: Telecommunications**

**Project Description**: As a Program Manager for AT&T's **Customer Success Management (CSM)** initiative, the primary goal is to ensure that AT&T’s enterprise customers achieve optimal value from their services, leading to enhanced customer satisfaction, retention, and long-term growth. The project will involve driving end-to-end program execution, coordinating with multiple stakeholders, and leveraging cross-functional teams to manage customer lifecycle activities. **Roles and Responsibilities:**

* Analysis, designing, implementation, and development for new business solutions and debugging, supporting level 3 existing application
* Working on ASP.NET, C#, HTML/XML, JavaScript, CSS, AJAX web technologies, troubleshooting T-SQL queries, SSRS,

SSAS, stored procedures, views, and functions, and finally testing to deploy the application into the production environment.

* Drafted reports for senior management highlighting key milestones achieved throughout the program lifecycle.
* Worked closely with other departments to support program technical aspects and cost proposals.
* Provided leadership, insight, and mentoring newly hired employees to supply knowledge of various company programs.
* Spearheaded initiatives to optimize workflows and improve communication between stakeholders, resulting in enhanced project delivery timelines.
* Designed dashboards and analytical tools to track program metrics and provide actionable insights to decision- makers.
* Coordinated with development teams to implement user feedback, ensuring alignment with business objectives and user requirements.
* Managed risk assessment and mitigation strategies to minimize potential program disruptions and ensure timely project completion.
* Developed and enforced best practices for project documentation, improving transparency and stakeholder communication.

**Client: New York Life, New York, NY Mar 2014-May 2014 Role: .Net Developer**

**Domain: Finance**

**Project Description**: **The Office of Foreign Assets Control (OFAC**) Application Migration project aimed to modernize and optimize New York Life's compliance application for sanction checks by migrating the legacy ASP.NET Framework application to a cloud-based .NET Core architecture. This critical application automates sanction screening and ensures compliance with regulatory requirements.

**Roles and Responsibilities:**

* Develop and support vendor application migration on .Net VB.NET MVC 4 by using the IIS version
* 6.1 and set the environment and modification in existing .net code based on the requirements using LDAP for each user login as SSN (single sign-on) for web application using Angular JS and Ext JS with JavaScript, CSS, HTML, and IIS6 for setting the site minder and main frame page.
* Create SiteMinder HTTP headers from the web request and construct a Generic Principal object, which holds the identity of the authenticated user.
* Used packet sniffing and analyzing tool Wireshark/Ethereal, TCP dump, and commands like netstat, traceroute, and sock for deep inspection of protocols like TCP, UDP, SSL, SMTP, SNMP, and other networking protocols.
* Used logic for screening each client record in the system, developed Windows batch script, and PowerShell scripting.
* Using these scripts, generate the output file in txt, XML, .dat, and .log format by passing the parameters to match each client record. Use SSRS and SSIS to generate reports in XML format and support other mainframe jobs daily. Fix the errors using SQL Server.
* Upgraded legacy libraries and replaced deprecated APIs with modern equivalents.
* Refactored business logic to follow SOLID principles and implemented a clean architecture approach.
* Optimized the application for better performance by implementing asynchronous programming and caching mechanisms.
* Migrated the on-premises SQL Server database to Azure SQL Database.
* Performed schema optimization and indexed frequently used queries for improved performance.
* Ensured data integrity and compliance with OFAC regulations during the migration process.

**Client: PSEG, Newark, NJ Oct 2013-Mar 2014**

**Role: .Net Developer Domain: Energy and Utility**

**Project Description:** The **Broker Fee Automation and Reconciliation System** was designed to streamline the calculation, disbursement, and reconciliation of broker fees for PSEG. The objective was to replace the existing manual processes with

a robust, automated solution to enhance accuracy, reduce processing time, and ensure compliance with regulatory requirements.

**Roles and Responsibilities**:

* Support a Window forms application in C# AND VB.NET Visual Studio 2010 to develop business objects reports to identify and reconcile Daily Trade, Open and Delivered Positions from the Power Data Warehouse and compare them to the ones provided by the brokers
* Working on ETL packages
* These reports will help the user validate the fees charged by the broker on each trade along with margin calls
* Designed and developed an intuitive window-based interface Using MS .NET, ASP.NET, SSAS, Active Directory, C# based frameworks, SHAREPOINT 2013, XML, Toad for Oracle 10g,11g technology for stored procedures and packages
* Developed RESTful APIs to integrate with third-party financial systems for real-time data exchange.
* Ensured secure data handling by implementing industry-standard authentication and authorization mechanisms (OAuth2, JWT).
* Designed and normalized databases in SQL Server, optimizing performance for large-scale data processing.
* Implemented stored procedures and triggers to handle automated fee reconciliation workflows.

**Client: Univision, Miami, FL Feb 2013-Sept 2013**

**Role: .NET Resource Domain: Broadcasting**

**Project Description**: The **ETS Compass Project** was an enterprise-level initiative aimed at streamlining and automating business operations for Univision. The primary goal was to develop a centralized system that integrates data, automates workflows, and provides actionable insights to improve operational efficiency and decision-making.

**Roles and Responsibilities:**

* Involved in the complete Life Cycle including Analysis, Design, Development, and Testing
* Develop enterprise web applications using MS .NET, VB, Active Directory, ASP.NET, C#, EXT JS, MVC 3, JavaScript- based frameworks (jQuery), HTML5 programming, LINQ to objects, LINQ to SQL, Entity Framework, XPath, XML Document, CSS3, JQUERY, SQL Server technology
* Managed the user roles, survey, and rules and used them to pull out the profile placed from the SQL
* database using ADO.NET and ETS Portal on the Employee Intranet will be used to Administration the program based on binding the value from LDAP Single Sign on Active Directory
* ETS Compass Nomination and Approval Pages are Custom Pages that will allow employees to submit for candidacy those employees who deserve recognition in the CIO initiative for core Values in the form of the Compass Program
* Each employee in the ETS domain has been charged with trying to improve the department through these core values and co-workers are allowed to nominate their peers for recognition

**Client: FirstEnergy, Akron, OH Apr 2012-Dec 2012**

**Role: ASP .Net Developer Domain: Energy and Utility**

**Project Description:** The **Insider Trading Monitoring and Reporting System** was designed to ensure compliance with regulatory standards by monitoring, identifying, and reporting potential insider trading activities within the organization. The solution automates data collection, analysis, and reporting workflows, providing transparency and proactive insights into trades made by employees, executives, and affiliates.

**Roles and Responsibilities:**

* Developed a Web forms application in Visual Studio 2012 C# MVC, EXT JS, web services, and TFS 2012 that manages the user roles, survey, and rules and used it to pull out the profile placed from the SQL database using ADO.NET.
* Using System Configuration to Host Header to site title Mapping and created web controls and third-party controls by using SOA, ASP.NET Web Forms, MVC, WF, Web Services, Progress, Open Edge, jQuery, Telerik, Angular, Ext.Net, Ext JS, web services to consume in web forms, Kendo UI, Telerik controls, grid web controls for creating some functionality like Multiselect, list grid view, radio button or action menu, LINQ, SharePoint, SSRS technology which allows user to Confirm they have read and agree to the new Insider Trading Policies and All Non-Bargaining

Employees must fill-out/sign the Insider Trading Forum

* Designed and developed a secure, scalable, and user-friendly web application using ASP.NET MVC, C#, and
* Implemented a robust data model for tracking trades, user roles, and compliance parameters.
* Integrated the application with external financial data feeds and internal HR systems to retrieve trading activity and employee details.
* Developed RESTful APIs for real-time data exchange with external compliance tools and audit systems.
* Built an intuitive front-end interface using HTML5, CSS3, JavaScript, and frameworks like jQuery for seamless user interaction.
* Enabled dynamic dashboards for compliance officers to view suspicious trading activities and trends.
* Implemented automated SSRS (SQL Server Reporting Services) reports to generate insights on trading activities, policy violations, and audit trails.
* Developed a notification system to alert compliance teams of suspicious activities via email and in-app notifications.
* Tuned database queries and optimized application performance to handle large volumes of transactional data efficiently.
* Conducted unit and integration testing to ensure high-quality deliverables.
* Deployed the application in a production environment, ensuring smooth rollout and adherence to compliance regulations.

**Client: Merrill Lynch – Bank of America, New York, NY Jun 2010-Jan 2011 Role: ASP .Net Developer**

**Domain: Finance**

**Project Description:** The **WEBSTATS project** was designed to develop a robust web-based application for tracking, analyzing, and reporting website performance and user engagement metrics for Merrill Lynch’s internal and external platforms. The system aimed to provide real-time insights, enhance decision-making, and improve website optimization strategies. The application served as a centralized platform to collect data from various websites, process it, and present actionable insights through dynamic dashboards and comprehensive reports.

**Roles and Responsibilities:**

* Developed a real-time dashboard called Web Stats and Expression Blend, which is an online statistics reporting application. It helps report website traffic-related information for various web applications using the VS2010 extension for Entity Framework 4, Silverlight 4, C#, WCF, WPF, TFS, and ExtJS.
* Implemented server and client-side validations using ASP.NET validation controls, control templates, data templates, and styles. Ajax, jQuery, and JavaScript were extensively used for reports.
* Used ADO.Net Object Model to Interact with Oracle 10g and SQL-Server 2008 Database.
* Used N Unit for testing and debugging different modules using Bug Tracker and Fiddler for debugging, as well as supporting and troubleshooting in the application.
* Designed and developed modular, reusable components using ASP.NET MVC architecture, improving code maintainability and scalability for multiple projects.
* Created custom controls and user controls to improve user interface (UI) consistency and reusability across the application.
* Worked with RESTful APIs to integrate external data sources into web applications, enhancing functionality and user experience.
* Implemented asynchronous programming techniques using async/await to improve the performance and responsiveness of web applications.
* Developed data-driven web pages using Entity Framework 4, LINQ, and SQL queries to fetch and display dynamic data from backend databases.
* Integrated and maintained third-party APIs and libraries, such as payment gateways and social media services, to enhance web application features.

**Client: American Express, New York, NY Mar 2009-Mar 2010 Role: Web developer**

**Domain: Finance**

**Roles and Responsibilities:**

* Designed and developed an intuitive web user interface using ASP.NET and object Model, Stored Procedure in Oracle for data retrievals and updates, and modularized the stored procedures, Functions, views, and PL/SQL for fast retrieval of data.
* It manages the user roles, survey, and rules and is used to pull out the profile placed from the SQL database using ADO.NET
* Used ASP.NET Server Controls and HTML controls to design the web pages.
* Developed and maintained web applications using ASP.NET, enhancing user experience with a responsive design and intuitive interfaces.
* Utilized ADO.NET to establish efficient connections between the web application and Oracle databases, ensuring seamless data retrieval and updates.
* Integrated user authentication and authorization mechanisms, managing user roles and permissions to provide secure access to various application features.
* Designed and implemented dynamic web pages with ASP.NET Web Forms and MVC framework, ensuring compatibility across different browsers and devices.
* Developed custom business logic for managing surveys, user profiles, and related data, streamlining database interactions using stored procedures, functions, and views for optimized performance.
* Implemented input validation and error handling mechanisms to ensure data integrity and prevent application crashes.
* Conducted performance tuning and optimization of SQL queries, stored procedures, and database connections to ensure fast data retrieval and enhance application performance.