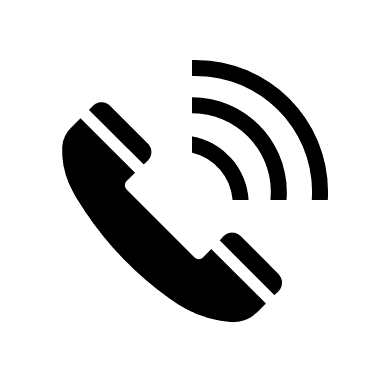
Varghese Baby

Software Implementation Engineer  
UNIT1–368A LUELLA ST, KITCHENER, ON, N2H 2J4|548-577-4624|  
 VBPOULOSE@GMAIL.COM

## Summary

# 6+ years of expertise in the field of software implementation engineering. A track record of successfully optimizing processes through professional configuration, flawless product implementation, thorough gap analysis, and painstaking software testing to guarantee great business results and product deployment. proficiency in database management, application support, client training, project management, and technical support.

## Experience

## Software Implementation Engineer Suntec Business Solutions - India & South Africa Jan 2022 to May 2023 Job Description:

* Provided seamless onsite and offsite implementation and support for Suntec's Company Software 2.4 Xelerate empowering FNB, Johannesburg, South Africa with training and onboarding instructions.
* Utilize agile software development procedures and practices, including daily stand-up meetings and test-driven development.
* Configurations to be done based on understanding client requirements.
* Created detailed specification and requirements documentation.
* A detailed implementation plan was provided for carrying out the implementation in various countries.
* Coordination and management of various systems within the bank were handled to ensure a seamless implementation process.
* Change requests were addressed by preparing appropriate solutions and addressing client concerns.
* Onsite training sessions were conducted for bank IT employees to educate them about the solution, product, and functionalities.
* The client appreciated the efforts made in articulating the bank's requirements clearly and without any gaps.
* Increased Transaction Per Second (TPS) performance from 150 TPS to 750 TPS resulting in faster real-time transaction performance and increased revenue generation.

## Implementation Engineer Schnell Energy Equipment - India May 2021 to Dec 2021 Job Description:

* Worked with cross-functional teams to ensure company targets are met.
* Responsible for new Customer Connectivity and Readiness Assessments to determine the correct implementation path from supported technical orders data integration paths.
* Provides Tier 1 implementation support. Collaborate with the internal IT technical team and exchange technical and data resolutions for new customer implementations.
* Used Agile software development practices.
* Change requests were addressed by preparing appropriate solutions and addressing client concerns.
* Conducted new customer assessments to determine implementation plans.
* Followed and improved project implementation methodologies.
* Develop and execute testing scenarios, testing data, test plans, and scripts
* Performs initial setup and configuration changes to software integrations.
* Created and maintained customer deployment and interaction reports.

## Sr Implementation Engineer Aveon Infotech - India Dec 2017 to May 2021 Job Description:

* Designed user requirements and managed communication with implementation analysts.
* Tested processes, resolved issues, and informed management while preparing documents.
* Collaborated with the development team to design new programs and manage production data.
* Researched client issues and implemented technical activities while maintaining technical and business documents.
* Established technical project requirements, organized project materials, and provided support and training to clients.

**Sr Process Executive  
Velan Infotech – India Jan 2013 to Nov 2017  
Job Description:**

* Managed and trained the team to achieve organizational goals.
* Demonstrated expertise in NetSuite and other CRM systems.
* Conducted research and the contact information of clients.
* Was responsible for generating key contacts for event-specific marketing and sales campaigns.
* Qualified and extracted contacts for targeted marketing and verified data accuracy in NetSuite.

**XML Operator  
Zealink Systems Private Limited – India Jun 2010 to Nov 2012**

* Experiences in the E-publishing / E-learning domain.
* Responsible for creating and maintaining XML / HTML / Epub Files Independently and Understanding the Project Specifications, markups, and Style Guide Shared by the Client.
* Hands-on experience in Manual Coding - HTML and CSS
* Technically Skilled Xml, Epub2.0, Fixed Layout, Html, CSS.

## Education

## Master of Computer Science 2010

K.G. College of Arts and Science (Bharathiyar University)

## Bachelor of Computer Application 2008

RVS College of Arts and Science (Bharathiyar University)

## COVER LETTER

Experienced Software Implementation Engineer with a proven track record in streamlining operations through expert configuration, seamless product implementation, comprehensive gap analysis, and meticulous software testing to ensure successful product deployment and exceptional business outcomes.

**Dear Sir/Madam,**

As an experienced IT professional, I am delighted to submit my application for the job opening in your company. I am confident that I will be an excellent fit for the job. With a broad range of experience in software implementation, project management, and testing, I offer expertise in all software installation and maintenance facets. I am passionate about providing excellent client support to international and domestic organizations and business entities.

  I am a master’s in computer science graduate with 6+ years of experience in the IT industry. Previously, I worked as a **Software Implementation Engineer** in **Suntec Business Solutions**, Kerala, India, and provided offsite and onsite software implementation and support to First National Bank (FNB) in Johannesburg, South Africa. In my career life, I have consistently demonstrated a high degree of professionalism, versatility, excellent leadership, a strong work ethic, a commitment to maintaining the highest standards, and a proven track record in streamlining operations through expert configuration, seamless product implementation, and meticulous software testing to ensure successful product deployment and exceptional business outcomes.

 I have attached my CV with this letter. I look forward to meeting with you to discuss this opportunity and how I can add value to your organization with my skills, knowledge, and talent. Thank you for reviewing this letter and CV.

**Regards,**

**Varghese Baby**