

RAJ CHOWDHURY

Experienced Implementation Engineer with over 3.5 years of experience in IT industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

Work History

2018-07 -
2020-04

Implementation Engineer

RIM INDIA Pvt Ltd, Bangalore, Karnataka

- Assisted clients with monitoring all software implementation lifecycles.
- Worked with technical staff on system audit to execute implementations on time and within functional parameters.
- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Gathered and defined customer requirements to develop clear specifications for creating well-organized project plans.
- Performed various tests on processes and prepared documents.
- Inspected changes before client performed user acceptance testing.
- Performed software testing to uncover bugs and troubleshoot functional issues prior to application launch.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements.
- Evaluated project requirements and specifications and developed software applications that surpassed client expectations.

2016-11 -
2018-04

ERP Functional Consultant

InforTran Business Solution, Bangalore, Karnataka

- Increased customer satisfaction by resolving product issues.

Contact

Address

Bengaluru, KA, 560015

Phone

797 521 1991

E-mail

chowdhury.raj89@gmail.com

Skills

Testing and bugging

Database monitoring

Project Management

Technical implementation

Customer service

Team management

MS Office

Manual test case preparation

Documentation skills

- Resolved product problems, improved operations and provided exceptional client support.
- Worked with Manufacturing customers to understand needs and provide services.
- Gathered, documented and modeled data to to understand the business requirements.
- Created and optimized records management strategies to coordinate and protect information.
- Reviewed internal systems and organized training plans to address areas in need of improvement.

Education

2013-09 - 2016-07 **Master of Computer Applications: Computer Science And Programming**

BANGALORE UNIVERSITY

2009-08 - 2012-07 **Bachelor of Computer Applications: Computer Science And Programming**

PUNJAB TECHNICAL UNIVERSITY

2008-03 - 2009-03 **Higher Secondary: Science Education**

BHOLANANDA NATIONAL VIDYALAYA

2005-03 - 2006-03 **10th**

DOUGLAS MEMORIAL HIGHER SECONDARY SCHOOL

Certifications

Certified in MY SQL SERVER(DBA)

Certified in French language(A1.1 and A1.2) from alliance francias Bangalore, Male