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| Deepshikha  Ph.No. – 9811895360  Email Id – [deepshikhagohar41@gmail.com](mailto:deepshikhagohar41@gmail.com)  PROFILE ABSTRACT  An IT professional having 5 year experience in Web development, Application Handling with Various well known organizations.  Areas of Expertise   |  |  | | --- | --- | | * Customer/Vender Relationship * Complaint Handling & Resolution * Functional Designing & Documentation * Data Extraction through SQL queries * Website development * Database management * User trainings on HIS system | * Solution/Project Implementation * Customer Service Management * Customer Satisfaction Enhancement * Data analysis * Web application management * Application development and programming * Interviewed candidate for IT | |  |  |   PROFESSIONAL EXPERIENCE  **Last Industry – Healthcare**   * **Rajiv Gandhi Cancer Hospital and Research Centre – Delhi (From Mar2015 to Till date)**   Company Profile - Rajiv Gandhi Cancer Institute and Research Centre is a visionary project of Indraprastha Cancer Society and Research Centre aimed at providing the best of Oncological Care to those who need it. At the apex level is the Governing Council for governance and management committee for managing affair of the institute.  Job Description (Selective Information)  Designation : System Analyst   * Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating   With the project manager and technical lead.   * Analyzing the HIS for Implementation or development of various modules and reporting system at different level. * Managing change requests which is coming after go-live. Co-ordination with Development team & testing   Team to get the timelines for the change requests and ensuring the delivery within the timelines.   * Assisted the development team in designing the GUI of the application. Prepare test plans, testing of developed functionality and preparation of proper document. * Application programming and development. * Preparation of project progress reports and issue tracker up to successful completion of project. * Prepare and maintaining CCN and Incident records LIVE issues and testing records for development of new functionalities. * Code level changes in designing and development of GUI, Report format and data availability in reports.   **Project: PARAS**  PARAS integrates the entire spectrum of health-care technology enablers with powerful tool-kit approach, making it the most effective solution to break the constraints of technology limitations in the health-care services segment. Paras consist of complete solution for Hospital including complete hospital information system (Clinical, OPD & IPD management, Front Office, Billing).  Technology Used: HTML, Java script, Ruby on Rails and PostgreSQL.  Currently Handled Projects :   * HIS system Application development and programming using HTML/Java script/Ruby on Rails * Online Interface of Vantage tracking system with HIS system for Histopath * Online Reporting System * User Call log and maintance * Application programming and HIS implementation for New location of the same organization * Database handling and management.   **Previous Industries:**   * **Rudola Comware Services – Delhi**   Company profile-Rudola’s Comware Services is prime computer hardware and networking solution company having experience and expertise in advanced networking solutions, hardware solutions and Peripherals supply, installation and commissioning.   It is a diversified business company providing the advance level support on windows and Linux operating system.  Job Description(Selective Information)  Designation : Data Analyst (Web development)   * Maintaining Client records and data * Testing of website from initial to end stage. * Gathering Client requirement for Website and other hardware/network solution. * Develop and maintaining website (HTML, JavaScript).   **Handled Projects : (Complete development and maintenance)**   * [**www.rudola.com**](http://www.rudola.com) * [**www.shivmahima.net**](http://www.shivmahima.net) * **Air India Ltd. – Delhi**   Company Profile – Air India is a largest airline of India providing all Domestic and International travel facility through Flight.ATSL (Air Transport Service Ltd.) and AISATS(Air India & Singapore Airline Transport services) are two subsidiary company of Air India who provides all the On Ground services to the Airline and Passengers as well.  Job Description(Selective Information)  Designation : CSA (IT)   * Handling all Pax services on ground. * Maintaining flight delays and flight cancellation record * Maintaining Rebooking record for cancelled flights * Managing Frequent Flyer Project and all kind of transaction and refunds for Frequent Flyer etc. * Analyzing SITA software used for ticketing .Co-ordination with Development team and testing. * Preparation of Refunds for Unused or Cancelled tickets.   **Project Handled – SITA software (front end application)**   * **Other :** Teaching Tuitions for various computer languages and web development (year 2008 to 2011)   **Academic Qualification:**   * Post graduation– MBA(IT) from ICFAI. * Graduation- BCA from BSAITM (Baba Sahib Ambedkar Institute of Technology and Management). * Diploma – Diploma in dot Net (2.0)- HTML web development. * Certificate **–** 3month certificate course in MS-office and Power point presentations.   **Technical Skills:**   * Programming Language – C programming with data structure, C++, HTML, java script. * Database- MS-Sql 2000, PLSQL, PostgreSQL. * Operating system – Window XP, Window 7 * Others – MS word, Excel, Power point, Microsoft Visio, Word press.   **Personnel Details:**   * **DOB** – 19th Feb 1989 * **Father Name –** Satish Kumar * **Mother Name** – Kanta Devi * **Marital Status –** Married * **Husband Name** – Amit Kumar * **Gender** – Female * **Language Known –** Hindi, English * **Address** – C-20, Flat-116 Lord Krishna Apartments, Om vihar, Delhi-110059   **Declaration:** I hereby declare that information above given by me is true, as per best of my knowledge. |