

ASHISH GARG

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OBJECTIVE

Results-driven **Tech Lead** with over 4 years of experience leading support teams, delivering exceptional customer service, and solving technical challenges. Seeking to leverage my expertise in **Java, SQL, cloud technologies**, and **process improvement** to enhance team performance, optimize customer satisfaction, and contribute to Google's **Product Support Engineer** role.

EDUCATION

Bachelor of Technology (B.Tech) in Computer Science Engineering

Giani Zail Singh Campus College of Engineering and Technology (GZSCCET)

2014 - 2018

- Relevant Coursework: **Data Structures, Algorithms, Operating Systems, Computer Architecture, Software Engineering**

EXPERIENCE

System Engineer

Tata Consultancy Services (TCS) | 2020 – Present

- **Tech Lead** for the **Java** team in the **Reverse Logistics** project within the **Retail Supply Chain Management (SCM)** domain, focusing on **healthcare applications**.
- Acted as **Subject Matter Expert (SME)** for key applications such as **Anti-Theft** and **Control Substance Order Monitoring** systems, ensuring optimal **performance** and timely **issue resolution**.
- Managed **application functionality, performance**, and **security**, optimizing processes and minimizing disruptions to ensure high availability.
- **Mentored** new team members, providing guidance in **technical troubleshooting**, application **development**, and **performance optimization**.
- Introduced **automations** to streamline operations, reducing human errors and increasing response times for critical support issues.
- Led **technical troubleshooting** for customer-facing issues, resolving complex application problems, and ensuring minimal downtime.
- Collaborated with cross-functional teams in an **Agile** environment, driving timely delivery of high-quality solutions.
- Tools & Technologies: **Eclipse, IntelliJ IDEA, Postman, ADO, Git, SQL, BMC Remedy, Agile methodologies**

SKILLS

Technical Skills

- **Programming Languages:** Core Java, SQL, Shell Scripting
- **Frameworks & Tools:** Eclipse, IntelliJ IDEA, Postman, ADO, Spring Boot, Git, BMC Remedy, Power BI
- **Cloud Technologies:** Azure, Familiarity with Google Cloud (GCP)
- **Agile & Scrum:** Extensive experience with Agile project management and Scrum methodologies
- **Application Support:** Performance Monitoring, Security Management, Code Analysis, Automation
- **Technical Support:** Skilled in customer-facing troubleshooting and problem resolution

Soft Skills

- **Leadership:** Experience leading teams, mentoring associates, and fostering a collaborative work environment
- **Communication:** Strong ability to explain complex technical concepts to non-technical stakeholders
- **Problem-Solving:** Analytical approach to identifying issues, diagnosing root causes, and delivering solutions

ACTIVITIES & ACHIEVEMENTS

- **Hackathon Winner** in Core Java at TCS Intercompany Competition
- Multiple **On-the-Spot Awards** for exceptional performance in **technical projects** and **customer support**
- Received **Best Team Award** for outstanding **collaboration** and delivery of high-quality solutions
- **Certifications:**
 - **AZ-900** – Microsoft Azure Fundamentals
 - **AI-900** – Microsoft Azure AI Fundamentals

ADDITIONAL INFORMATION

- **Languages:** English, Hindi
- **Hobbies:** Coding, Process Improvement, Cloud Computing