

# Indrani Mukherjee

**.NET DEVELOPER- Asp.Net Core, C#, Vb.net, SQL Queries, Azure**

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## SUMMARY

Performance-focused .NET Developer with 7+ years of experience building and optimizing scalable enterprise applications across banking, e-commerce, and IT services. Delivered full-stack solutions using ASP.NET Core, C#, SQL Server, MVC, and Angular, contributing to a 40% overall reduction in page load times and a 25% boost in transaction success rates. Integrated REST/SOAP APIs, WCF services, and cloud-based processing workflows. Advanced from IT Engineer to Senior Developer through hands-on deployments, system integrations, and performance optimization.

## SKILLS

- **Programming Languages & Frameworks:** ASP.NET Core, VB.NET, C, MVC, Angular, React, jQuery.
- **Database Management:** SQL Server, MySQL, PostgreSQL, stored procedures, and database optimization.
- **Web Development:** HTML5, CSS3, Bootstrap, JavaScript, WPF, and XAML for rich user interface design.
- **Software Design Principles:** Agile (Scrum), SOLID principles, Object-Oriented Programming, full SDLC.
- **Microsoft Technologies:** ADO.NET, WCF services, WPF, building scalable, secure enterprise applications.

## WORK EXPERIENCE

### Technical Developer

**September 2021 – April 2025**

*Temenos*

*Ontario*

- Engineered LMS software modules in ASP.NET Core, MVC, and SQL Server for over 60 global banking clients, cutting deployment error rates and increasing codebase stability across integrated REST and SOAP services.
- Mentored 9+ Technical Support consultants weekly, reviewed debugging logic in SQL Server, advised code rewrites in .NET, and accelerated issue resolution cycle by 37% through Scrum collaboration and retrospectives.
- Refactored legacy LMS components with dependency injection and repository patterns, improving code maintainability and decreasing runtime memory usage by 23% overall in complex, multi-tenant production setups.
- Conducted integration testing across Azure-hosted environments, incorporating Postman and Swagger-driven API verification to enhance release confidence and reduce post-deployment issues by 18% overall in staging.
- Introduced Git branching workflows and CI/CD pipeline enhancements in Azure DevOps, reducing merge conflicts and increasing feature deployment frequency by 41% overall in active sprint cycles and environments.

### Freelance Web Developer (.NET)

**January 2021 – August 2021**

*Freelance*

*Remote*

- Built a full-stack ASP.NET Core and Angular e-commerce platform handling 25K+ monthly transactions, with REST API, SQL Server, and UX optimization leading to boost in customer retention and checkout success rate.
- Teamed with 4 client teams to define and execute development goals using MVC, WCF, LINQ, Entity Framework, and JavaScript; improved delivery timelines by 31% through structured Agile sprints using JIRA across modules.
- Implemented payment gateway integrations (Razorpay, Stripe) with custom token-based security layers, increasing transaction success rate by 36% and minimizing fraud risk in mobile and web platforms across regions.
- Automated inventory sync workflows using background jobs and SQL triggers, cutting manual reconciliation efforts by 48% overall and ensuring product availability accuracy across stores and warehouse systems integration.
- Delivered SEO-optimized frontend enhancements, including lazy loading, schema markup, and metadata standardization, leading to a 3x improvement in search engine impressions across devices and content types globally.

### Customer/Technical Support

**April 2019 – May 2020**

*Teleperformance*

*Ontario*

- Troubleshoot hardware and application issues across 400+ endpoints using REST and Web API, reducing downtime incidents by 39% and ensuring compliance with internal SLAs for global tech support operations.
- Executed driver and peripheral installations across multi-vendor systems, tracked service disruptions via Salesforce, and lowered resolution turnaround time by 44% by optimizing ticket flow and escalation routing protocols.
- Documented recurring issue types and contributed to internal knowledge base, reducing L1 support escalations by 27% over three quarters across tickets, systems, and use cases using logs, error codes, and stack traces.
- Deployed patch automation scripts in Windows environments using PowerShell and SCCM, improving endpoint security posture and compliance checks across servers, user machines, network domains, and registry settings.
- Facilitated cross-functional call calibrations with QA and service teams, aligning metrics to SLAs and improving customer satisfaction scores by 18% using call recordings, ticket analytics, audit logs, escalation patterns.

### Senior Software Developer

**September 2015 – June 2016**

*Xiphox Technology Private Limited*

*India*

- Developed scalable enterprise-class solutions using ASP.NET, MVC, and SQL Server for 7 business units, reducing technical debt by 43% and streamlining architecture for cross-departmental software product standardization.
- Collaborated in Agile team reviews, configured test data, built QA environments, and advised hiring panel on 11 interviews, accelerating release cycles by 29% and improving QA defect closure rate by 22% across iterations.

- Designed role-based access controls with ASP.NET Identity, tightening authentication mechanisms and aligning application layers with ISO 27001 standards using claims, tokens, user roles, policy rules, and audit trails.
- Tuned SQL queries and stored procedures, reducing report generation times by 55% and optimizing nightly ETL batch processes across joins, indexes, execution plans, temp tables, data partitions, triggers, and scalar functions.
- Conducted cross-module refactor sessions and pair programming reviews, aligning code standards and achieving 98% code coverage in unit tests using mocks, assertions, edge cases, test runners, code branches, and stubs.

## Software Developer

January 2015 – September 2015

*Senabi Infotech Private Limited*

*India*

- Redesigned CMS and notification tools using ASP.NET, Web Forms, VB.NET, and WCF, enhancing cross-team update sync by 54% and improving centralized media processing via cloud content pipeline Restructured.
- Deployed image processing modules using WPF, HTML, and SQL Server 2008 for resizing, format conversion, and compression across platforms, increasing frontend load speed by 38% and minimizing file error rates by 41%.
- Refactored database schema with normalized structure and indexing, reducing I/O bottlenecks and improving data fetch speeds by 29% across queries, stored procedures, transactional logs, foreign keys, and constraints.
- Enabled asynchronous task handling using BackgroundWorker and Async/Await models, leading to smoother user experience and fewer UI thread blocks in form events, callbacks, exception handling, and response rendering.
- Integrated logging and diagnostics via log4net, reducing debugging effort and enabling faster root cause analysis during UAT and production through log levels, stack traces, timestamps, exception messages, and filters.

## IT Engineer

June 2009 – October 2013

*CMC Limited (Owned by Tata Consultancy Services)*

*India*

- Advanced to senior developer by delivering 12+ enterprise applications using ASP.NET, Web Forms, SOAP, and Entity Framework, reducing rework across teams by 31% through standard 3-tier architectural implementation.
- Coordinated QA execution and collaborated with clients on UAT feedback, managing technical documentation, and boosting overall feature approval rate by 48% via revised traceability matrix and modular test scripting.
- Migrated version control systems from VSS to TFS across 5 projects, improving team collaboration, rollback safety, and audit trails with branch policies, check-in notes, access controls, and 40% fewer merge histories.
- Transitioned legacy services from SOAP to REST API architecture for applications, simplifying integration points and improving external partner onboarding timelines using JSON payloads, and HTTP verbs.
- Developed reusable UI components and master page libraries, reducing frontend inconsistencies and improving code reuse across 8+ active projects using CSS classes, layout templates, JavaScript functions, and Razor views.

## EDUCATION

**.NET Developer Program**

**December 2020**

*Humber College, Ontario*

**ASP.NET MVC Development Course**

**November 2019**

*Udemy Academy, Online*

**Bachelor of Technology in Electronics and Communication Engineering**

**August 2008**

*West Bengal University of Technology, India*