



## Pulkit Malviya

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### Experience Overview

Over 9+ years of diversified professional experience in Software & Client Management Service. A visionary leader with the architectural skills, experience and insight to elevate any application, computing platform infrastructure or data operation to the cloud. A versatile, analytical and hard-working person who always preserves to achieve the best results. Able to collect and analyze information, digest facts / figures and quickly grasp complex issues. Excellent negotiation and problem-solving skills and swiftly identify the root of any problem and develops an effective solution on cloud.

### Functional Expertise and Competency

- Currently working on AWS/Oracle Cloud as a Solution Architect.
- Hands-on experience with EC2, ECS, ELB, EBS, S3, VPC, IAM, SQS, RDS, Lambda, Cloud Watch, Storage Gateway, Cloud formation, Elastic Beanstalk and Auto-scaling.
- Designing and deploying dynamically scalable, available, fault-tolerant, and reliable applications on the Cloud.
- Selecting appropriate Cloud services to design and deploy an application based on given requirements.
- Migrating complex, multi-tier applications on Cloud Platforms.
- Designing and deploying enterprise-wide scalable operations on Cloud Platforms.
- Implementing cost-control strategies.
- Hands on experience in Python/SQL/Html/C++ programming languages.
- Proficient with Git & Git workflows.
- Proficient in developing Continuous Integration/ Delivery pipelines.
- Experience with automation/ integration tools like Jenkins.
- Expertise in Machine language with respect to data management & data mining.
- Collected, analyzed & interpreted raw data from different sources.
- Analyzed and processed complex data sets using advanced querying, visualization and analytics tools.
- Good Knowledge of Agile Methodologies.
- Client Management and product development.
- Hiring of resources into the organization.
- Team and Performance Management.
- Identification of the business expansion and scaling clients.
- Strong verbal and written communication skills.
- Business Development.
- MIS and Report management.

### Education

- Master of Business Administration in Human Resource Management.
- Bachelor of Engineering in Electronic and Telecommunication.
- Higher and Senior Secondary from ISC and ICSE board from Laurels School.
- Oracle Certified Professional.
- Oracle Cloud Infrastructure Architect Associate.

Degree	Year	Board	Score
SSC	2003	ISCE	76%
HSC	2005	ISCE	62%
Bachelor of Engineering (B.E)	2009	RGPV	67.63%
Oracle Certified Professional	2009	Oracle	92%
Master of Business Administration (M.B.A)	2019	DAVV	67.5%
Oracle Cloud Infrastructure Architect Associate	2020	Oracle	87%
AWS-Solution Architect	2020	AWS	

## Career History:

PITC LLC

(May 2020- Present)

### Cloud Solution Architect

PITC is a leading software & solution provider of software solutions.

#### Responsibilities:

- Working as a Freelancer.
- Designing and deploying dynamically scalable, available, fault-tolerant, and reliable applications on the Cloud.
- Selecting appropriate Cloud services to design and deploy an application based on given requirements.
- Migrating complex, multi-tier applications on Cloud Platforms.
- Designing and deploying enterprise-wide scalable operations on Cloud Platforms.
- Implementing cost-control strategies.

Java R&D

(Feb 2020- March 2020)

### Sr. Process Coordinator

Java R&D, the global IT solution provider of end-to-end, innovative, cutting edge software solutions.

#### Responsibilities:

- Hands on experience in Python/SQL/Html/C++ programming languages.
- Familiar with OOP concepts.
- Coordination with developers and clients for project fulfillment.
- Ability to nurture & lead technical talent.
- US Clients coordination.
- Hiring of resources into the organization.

Raj Trading Corporation

(Dec 2011 – Jan 2020)

### Customer and Client Relationship Manager

Raj Trading Corporation is one of the eminent and leading international commodities company based in Indore, India.

The company was incorporated in the year 1978 and has vast experience & diversified experience.

#### Responsibilities:

- Managing the IT operations cell of the organization.
- Responsible for maintaining the Database of the company.
- Develop and implement the technical procedures, standards and security for databases.
- Database backup/restore activities.
- Monitors database activity and file usage, and ensures necessary resources are present so that databases function properly by removing or deleting old or obsolete files.
- Develops complex data retrieval queries and optimizes data queries within programs for performance and maintainability.
- Determines data to collect and analyzes information as appropriate.

- Provides work guidance and leadership to less experienced personnel. Acts as technical project leader on assigned project.
- Production database support and issue resolution.
- Performing daily maintenance including monitoring backups, managing disk space, and maintaining database objects.
- Participating in on-call rotation and working occasionally after hours or on weekends.
- Responding to client email requests.
- Maintaining client documentation including database topology, connection procedures, and special instructions.
- Providing database security administration such as User ID's, Passwords, roles, etc.
- Monitoring and responding to alerts posted from client databases.
- Leading change and bringing about new methodologies and practices into the system, in an effort to streamline the process and ensure a standardized approach across teams.
- Interacting with multiple stakeholders and clients, implementing standardized policies/ procedures, aligning with different function and adding value to business.
- Strengthen Partnership with Business Units.
- Leading efforts to streamline the Order to Cash Process through varied process and functions.
- Managing a team of 18-20 people.
- Reviewing Customer and client Credit Worthiness by reviewing customer Credit Ratings, to understand the financial strength of the customer.
- Generating monthly / weekly reporting to Stakeholders and Senior Managers.
- Fostered customer trust by addressing concerns and needs using targeted problem-solving.
- Assessed client needs and developed plans to adequately address current and future objectives.
- Addressed and resolved customer complaints and issues to improve satisfaction.
- Maintained financial controls, planned business operations and control expenses while identifying and pursuing opportunities to grow business operations and boost profits.
- Investigated and integrated new strategies to expand business operations and grow customer base.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Provide individual coaching feedback sessions, and one-on-ones that focus on improving customer and client relationship.
- Manage follow up, records and developing methods and process for better interaction with the investors.
- Grooming team members and up-skilling them with the latest process and updates of the business.
- Responsible for Attrition analysis & Timely Hiring of MBA Grads for Import / Export department.

#### **Positions Chronology:**

- Dec 2011: Started working with RTC as a **Business Development Executive**: Trading and Brokerage
- Sep 2013: Was promoted as a **Business Development Manager**: Handling the IT operations of the organization handling a team of 5
- April 2014: Working as a DBA along with handling International clients
- June 2016: Was promoted as a **Customer and Client Relationship Manager**

#### **Tech Mahindra**

(March 2010 – May 2011)

#### **Software Developer**

Tech Mahindra is one of the leading IT firms in India and I was associated with them for 14 months as a software developer.

#### **Responsibilities**

- Hands on experience in oracle and coding
- Worked as a DBA (Database Administrator) was responsible for creation and maintenance of database related to Single Sign On (SSOs)

- Worked on various modules where various triggers, procedures and tables were created for resource allocation and maintenance
- Was an integral part of the team which was awarded as a best unit for the quarter (Sept-Dec)

**Achievements:**

- Part of the best team in TechM for Q4 2010
- Highest lead generation for back to back 6 months in RTC in H2 2012
- No Attrition for 14 months in RTC between July 2016 till Sep 2017
- Cleared Oracle certification in one attempt