NAVNEET TYAGI

MANAGER – PRODUCT DEVELOPMENT | SOFTWARE ENGINEERING | TEAM LEADERSHIP

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PROFESSIONAL SUMMARY

Product Development and Software Engineering professional with 15+ years of experience across web application development, application enhancement, production support, and technical problem-solving. Currently Manager – Product Development at Teleperformance, leading a team of five Senior Software Engineers. Hands-on technical background in Perl, PHP, Python, Linux, SQL, Git, and Jira, combined with experience coordinating development work across requirements, development, testing, client/requester demonstrations, and production deployment. A practical problem-solver and quick learner who values maintainable code, disciplined release processes, cross-functional collaboration, and continuous learning.

CORE COMPETENCIES

- Product Development & Software Engineering
- Development Planning & Task Coordination
- SDLC, Testing & Release Coordination
- Client / Requester Demonstrations
- Code Debugging & Troubleshooting
- Requirements Analysis & Documentation
- Team Leadership — 5 Senior Software Engineers
- Perl Module Development & Enhancement
- Jira-Based Work Tracking
- Production Deployment Coordination
- Production Support & Incident Management
- Cross-Functional Collaboration

TECHNICAL SKILLS

Languages: Perl, PHP, Python
Development & Web: MVC, object-oriented programming, web applications, backend modules, open-source CMS/frameworks
Databases: SQL, MySQL, Microsoft SQL Server; query development and optimisation
Tools & Version Control: Jira, Git, Bitbucket, SourceTree, Visual Studio Code, Sublime Text
Systems & Operations: Linux (Ubuntu, CentOS), Windows, CRON jobs, ServiceNow workflows
Automation: UiPath / Robotic Process Automation fundamentals

PROFESSIONAL EXPERIENCE

Manager – Product Development | *Teleperformance (TP)* | *May 2020 – Present*

- Lead and coordinate a team of five Senior Software Engineers, aligning development tasks and follow-ups with project priorities.
- Coordinate the development and enhancement of Perl-based modules and applications, from implementation in the development environment through testing and release readiness.
- Follow a controlled release workflow: track work and test phases in Jira, arrange a successful demonstration to the client or requester, and proceed with production deployment after successful validation and approval.
- Work with project management, QA, architecture and other stakeholders to clarify requirements, troubleshoot issues and support delivery.
- Support maintainable backend development, code debugging, application maintenance and production issue resolution using Perl, PHP, Python, SQL, Linux and Git as applicable.
- Participate in incident management and change-control processes, keeping application stability and release coordination in focus.

Senior Software Engineer | *Classic Informatics Pvt. Ltd.* | *Jan 2020 – Apr 2020*

- Developed and maintained PHP web applications using MVC patterns and open-source CMS platforms.
- Worked on database structures, SQL query improvements, object-oriented modules, testing and technical documentation.
- Collaborated with design, QA and mobile application teams and participated in daily Scrum meetings.

Software Engineer | *Teleperformance / CRM Services India Pvt. Ltd.* | *Oct 2014 – Dec 2019*

- Designed, developed and supported PHP applications based on business and client requirements.
- Investigated production defects, supported application upgrades and participated in product testing and user acceptance testing (UAT).
- Worked with Magento and open-source templates, SQL Server Reporting Services, Linux services and CRON jobs.

- Collaborated with operations, MIS, HR, payroll, DBA and mobile application teams to understand requirements and deliver application changes.
- Contributed to UiPath automation activities and supported incident and change-control processes.

Programmer | *Eifasoft Technology* | *Jul 2011 – Sep 2014*

- Developed and maintained PHP applications and open-source CMS solutions, including Magento and Joomla.
- Created and enhanced modules and scripts, investigated defects, and supported application performance improvements.
- Collaborated with project managers, analysts and developers to translate client needs into application changes.
- Contributed to database structuring, Python application modules, testing and client support.

EDUCATION

- MCA — Indira Gandhi National Open University (IGNOU), 2010 | 64%
- PGDCA — Indira Gandhi National Open University (IGNOU), 2009 | 67%
- CIC (Certificate in Computing) — IGNOU, 2006 | 69%

CERTIFICATIONS & PROFESSIONAL LEARNING

- Certified Advanced RPA Developer — UiPath
- Certified PHP Developer — Edureka
- JavaScript and jQuery Developer — Edureka
- Python Development Suite / Python certification — Simplilearn
- Additional learning: Django and Python, Laravel, UiPath Orchestrator and RPA awareness (as listed on LinkedIn)