

Abithaa A P

Software Development Engineer II

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EXPERIENCE

Sagent M&C LLC

Apr 2023 – Present

Software Development Engineer II — Microsoft Dynamics 365, API Integration, TypeScript, C#

Chennai

- Developed backend services in C# for secure mortgage servicing data handling, ensuring scalability
- Built Power Platform workflows (Power Automate) to streamline borrower communications and case escalations
- Delivered API integrations for core loan modules (Document Administration, SPOC Escalation), improving operational efficiency by 30%
- Supported system performance tuning and conducted peer code reviews, ensuring release quality and reducing defect rates and tuned SQL queries to handle high-volume production datasets with 25% increased reliability

Mr. Cooper

Jul 2021 – Apr 2023

Software Engineer I — Full-Stack Development, Microsoft Dynamics 365, Power Platform

Chennai

- Led development of end-to-end modules within Microsoft Dynamics 365 CRM for Loan and Mortgage operations
- Delivered complete solutions for Forbearance and Loss Mitigation, integrating RESTful services and backend logic
- Automated repetitive validation using Power Automate flows, cutting manual processing time by 40%
- Migrated legacy internal tools to D365, increasing data visibility and operational traceability
- Collaborated with frontend teams using TypeScript and JavaScript to develop reusable components in Power Apps

Software Engineer Intern — Web Development, UX, Microsoft CRM Integration

Jan 2021 – Jun 2021

- Built web components using React.js and integrated with internal APIs to improve customer case tracking
- Participated in CRM migration to Microsoft Dynamics, building C# plugins and custom workflows
- Designed basic HR and IT support ticketing features within internal apps to familiarize with end-user automation

PROJECTS

Loan and House Mortgage CRM | Microsoft Dynamics 365, C#, Power Platform, TypeScript

2023 – 2024

- Forbearance Module: Developed logic for borrower relief plans using Power Automate and custom D365 workflows. Integrated REST APIs for real-time application processing
- Loss Mitigation: Implemented eligibility rules and risk scoring using C# and SQL. Built configurable logic to handle workout plans and hardship validations
- Loss Analysis QC: Created QC processing workflows in Power Platform to flag anomalies and enforce policy compliance and dynamically generated QC Score during the process based on interaction
- SPOC Escalation: Engineered dynamic routing and contact assignment features in D365 to handle borrower escalations, focused of Single Point of Contact for customer satisfaction

FCC ECFS Web App | React, TypeScript, CSS

Jan 2025

- Created a responsive interface to access and search through FCC comments with filters and pagination
- Implemented accessibility and UX best practices for high-performance frontend behavior

Big O Code Complexity Analyzer | Python, Web Deployment, GitHub

Jul 2024

- Designed a browser-based code analyzer to compute time complexity in Python
- Used Flask for the backend and deployed the app via Replit with GitHub-based CI/CD

EDUCATION

Amrita Vishwa Vidyapeetham

2017 – 2021

B.Tech in Computer Science Engineering — GPA: 8.58

Coimbatore

Focus: Data Structures & Algorithms, Software Engineering, Cloud Computing, System Design, Big Data Analytics

TECHNICAL SKILLS

Programming: C#, TypeScript, JavaScript, Java, Python, SQL, HTML, CSS

CRM Platforms: Microsoft Dynamics 365 (Sales, Customer Service, Power Apps), Power Automate

Tools: Azure DevOps, Postman, SpringBoot Git, Visual Studio, VS Code, IntelliJ IDEA

Technologies: REST APIs, Microservices, CI/CD, Agile/Scrum, Scalable System Design, Debugging