**Rajput Ambika**

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**PROFILE**

* Developed and maintained scalable web applications using C#, .NET, MVC, SQL and API’s, enhancing system efficiency and performance.
* Designed RESTful APIs, ensuring seamless data exchange between applications and third-party services.
* Led end-to-end development of insurance platform features, streamlining policy and claims processing workflows using Agile methodologies.
* Diagnosed and resolved 50+ production issues, improving application stability.
* Enhanced UI responsiveness using HTML5, CSS, JavaScript, and jQuery, improving user experience.
* Provided technical support and code fixes for critical bugs, ensuring smooth system functionality and compliance with business requirements.

**EDUCATION**

*2024 - Present* **MSc in Software Design with Digitalisation**

Technological University of the Shannon: Midlands Midwest (TUS), Athlone, Ireland

*2015 - 2018* **B.E in Electronics and communication Engineering**

Bachelor of Engineering, BVB College of Engineering, Hubli, Karnataka-India

CGPA:8.62/10

*2012 - 2015* **Diploma in Electronics & Communication**

Govt Polytechnic College, Raichur, Karnataka-India  
Percentage: 84/100

**PROFESSIONAL EXPERIENCE**

**Sales Assistant | Pamela Scott**

*Feb 2025 – Present*

* Provide excellent customer service by assisting with queries and product recommendations.
* Handle sales transactions efficiently while maintaining store presentation.
* Communicate effectively with customers to enhance their shopping experience.

**Analyst Programmer | Xceedance, Bangalore India**

*Oct 2023 – Aug 2024*

HDFC Ergo Project (Oct 2023 – Aug 2024)

* Prepared API invocation methods with automated logging and monitoring capabilities, enabling faster issue identification and resolution, reducing debugging time by 5 hours per week. Integrated third-party tools into existing claims systems.
* Monitored and resolved critical production issues in claims processing, reducing system downtime and ensuring seamless operations.
* Implemented dynamic response handling and enhanced error resilience in API integrations using JSON, improving system reliability and decreasing API failures by 40%.

**Engineer | HTC Global, Bangalore India**

*Dec 2021 – Sept 2023*Union Health (Mar 2023 – Sept 2023)

* Enhanced web applications using Knockout.js.
* Played a pivotal role in identifying and resolving integration issues, ensuring smooth functionality which improved UI responsiveness by 35%.

Southern Trust Insurance (Jan 2022 – Feb 2023)

* Created a MVC 5 web application for for user management.
* Developed reusable and efficient code using C#, HTML5, CSS, Bootstrap and JavaScript to enhance UI responsiveness.
* Worked with databases and utilized SQL for efficient claims processing and data management
* Provided training on claims and console configurations
* Built a legacy migration web application during the Duck Creek Formation 2023 Hackathon, leveraging APIs to extract data from flat files and update the database, modernizing the insurance platform there by improving processing speed by 20%.
* Achieved Duck Creek Claims Configurator 2023 certification.

**Application Development Analyst | Accenture, Bangalore India**

*Aug 2018 – Nov 2021*

ECOS Duck Creek (June 2020 – Nov 2021)

* Configured and customized Duck Creek Claims modules.
* Automated claims validation processes.
* Provided user support and resolved Jira tickets.

Claims Assets (Aug 2019 – May 2020)

* Designed WPF applications for claims data visualization.
* Built and maintained front-end components using C#, HTML5, CSS, Bootstrap and jQuery to ensure a seamless user experience.
* Proposed interactive bar and pie charts for real-time data visualization and reporting.

RSA Claim Insurance (Aug 2018 – July 2019)

* Configured dynamic web controls by defining reference data categories and valid values, streamlining data entry and improving system reliability.
* Analyzed business requirements and implemented system solutions.

**ADDITIONAL EXPERIENCE**

**Customer Service & Sales Associate**  
**Pamela Scott's, Athlone Ireland**   
*17 Feb, 2025 – Current*

* Provide excellent customer service, handling queries and offering tailored solutions.
* Assist in sales, driving revenue by effectively promoting products and upselling based on customer needs.

**TECHNICAL SKILLS**

* Programming Languages: C#, .NET, JavaScript, SQL
* Frameworks & Technologies: MVC .NET, Knockout.js, WPF, Duck Creek Claims
* Web Technologies: HTML, CSS, JavaScript, JSON
* Tools & Platforms: Visual Studio, MSSQL, TFS, Git, Postman, SOAP UI, Jira
* Database: SQL, JSON, API Integration, Stored Procedures

**CERTIFICATIONS & ACHIEVEMENTS**

* Participated in NASA International Space Apps Challenge
* Duck Creek Claims Configurator Certification 2023
* Participated in Duck Creek Formation Event 2023
* Recognized as the top CET scorer in my engineering college, receiving an award for outstanding academic performance.