HEMA SRI DASARI

Custom Software Engineering Analyst

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Chirala, Andhra Pradesh ⌂

PROFILE

- A dedicated and career-oriented professional with overall 3 years of experience where I have actively contributed to diverse projects, honing expertise across software development, system integration, and technical troubleshooting.
- My journey embodies a commitment to continuous learning and adaptability, as I navigate evolving technologies and industry trends with zeal.
- Eager to leverage my blend of technical abilities and problem-solving skills to propel organisational success, I am committed to contributing innovative solutions that optimize operations, enhance efficiency, and elevate the company's competitive edge in the marketplace.

EDUCATION

Shri Vishnu Engineering College for Women, Bhimavaram, AP

Bachelor of Technology, ECE
2016 – 2020

SKILLS

- Java
- SQL
- Spring MVC
- JDBC
- Spring Boot
- Highjump
- Warehouse Management System
- HTML
- CSS

TOOLS

- SQL Server Management Studio
- ServiceNow
- Visual Studio
- Eclipse
- Apache Tomcat

ACHIEVEMENTS

- Received the distinguished "Pinnacle" award from Accenture's India Delivery Center for Technology, in recognition of exemplary performance and outstanding contributions to the field of technology.
- Achieved the prestigious 'Go That Extra Mile" award, recognized for delivering exceptional results with unwavering commitment, driving a 20% increase in customer satisfaction.

PROFESSIONAL EXPERIENCE

Custom Software Engineering Analyst

Accenture | Jan 2022- Present

- Spearheaded the development of a robust email alert system, configuring it to trigger notifications on a scheduled basis, ensuring timely communication with customers and users.
- Pioneered the implementation of an Email Service package using Spring Boot, revolutionising the process of customer and user email notifications, emphasising efficiency and reliability.
- Showcased proficiency in end-to-end application development using the Model View Controller (MVC) framework, ensuring a structured and organised approach to software design and implementation.
- Integrated databases and managed data storage using technologies like JDBC or Hibernate.
- Collaborated with cross-functional teams to analyze, design, and deliver innovative software solutions for enterprise-level applications.
- Created and maintained comprehensive technical documentation to facilitate efficient project management and knowledge transfer within the team.

Application Development Associate

Accenture | Sept 2020 - Dec 2021

- Acting as a dedicated consultant, delivering tailored and innovative Warehouse Management System (WMS) solutions on the HighJump application for stakeholders.
- Effectively addressed and resolved approximately 850 tickets on HighJump, encompassing incidents, service requests, and minor enhancements, demonstrating strong problem-solving abilities.
- Automated one of the most frequently occurring issues of Highjump using SQL scripting resulting in a significant decrease in ticket inflow by 40% and an improvement in the average resolution time by 80%, leading to enhanced team productivity and higher customer satisfaction.
- Actively contributed to the successful migration of HighJump servers to cloud(AWS), collaborating with cross-functional teams to plan, test, and implement the migration process, resulting in improved system performance, increased efficiency, and enhanced user experience.