

# Ritika Dogra

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**Desired Role:** Senior Software Developer | Senior .Net Developer | Technical Lead | Lead Software Developer

## PROFESSIONAL SUMMARY

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- An overall 14 years of experience in delivering successful business solutions using .Net Stack.
- Integrated CRM tools (Salesforce, Microsoft Dynamics 365) through APIs.
- Vast experience in documenting e2e needs and managed change initiatives by adopting Agile/Waterfall principles.
- Have sound knowledge of architecture, design and implementation experience.
- Closely work with vendors, and product team, and serve as a Subject Matter Expert (SME) to ensure solutions are designed for successful deployment, security, cost-effectiveness and high availability.
- Make decisions in developing standards and companywide best practices for engineering and large-scale technology solutions. Design, Optimization and Documentation of the Engineering aspects of projects.
- Maintains knowledge of industry best practices and new technologies and recommends innovations that enhance operations and/or provide a competitive the advantage to the organization

## RESPONSIBILITIES

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- Collaborate closely with Product and external partners to pivot our strategy towards product-market fit
- Translate customer needs into incremental product developments
- Ensure code quality and adherence to agreed-upon standards
- Guide developers in implementation, applying business acumen to decision-making
- Take charge of the design and execution of software projects
- Mentor and coach engineers, ensuring a secure and scalable front-end and back-end platform
- Develop a secure financial system with secure coding and recent technologies
- Understand and manage regulatory compliance and potential risks
- Establish and optimize processes for delivering high-quality and stable services
- Evaluate team competencies against roadmap requirements and address gaps accordingly
- Lead and manage team to optimize performance and overcome challenges
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## AREAS OF EXPERTISE

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Software Development, ASP.NET, C#, .NET Framework, Microsoft SQL Server, Oracle, REST API, JQuery, UI/UX Design, Docker & Kubernetes, Service-Oriented Architecture (SOA), Microservices, Web Services, TFS, Version Control, Scrum, Entity Framework, Release Management, Requirements Analysis, Software Project Management, Design Patterns, Requirements Gathering, IT Service Management, Agile Methodologies, SDLC, NetSuite, Sprint Planning, Consulting, Azure, Support, Planning and Designing, Salesforce, Documentation, Software Architecture, Customer

Support, Unit Testing, CI/CD Pipeline, JENKINS, JIRA, ServiceNow, GitHub.

## DOMAIN OF EXPERTISE

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Banking and Financial Services (BFS)

e-Commerce

Life Sciences and HealthCare

Travel

## PROFESSIONAL EXPERIENCE

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**Barclays** • Pune, Maharashtra, India • 06/2021 – Present

### Technical Lead

- Supporting and implementing solutions to meet business/user requirements.
- Working with Technical Delivery Managers to deliver modifications and assist in the creation of a Technical Implementation Plan.
- Generate all required life cycle data (e.g.: High level requirements, software architecture, low level requirements, source code).
- Leading and Mentoring colleagues in solution and technical challenges
- Part of hiring team panel and helped organization to hire new and experienced talent.
- Handling release process through TFS and CI/CD pipelines in JENKINS
- Using KANBAN, JIRA for DevOps and Project Planning

**Centric Consulting** • Gurgaon, Haryana, India • 02/2018 – 05/2021

### Technical Lead

- Created an e-Commerce site using a CMS tool – Kentico
- Integrated CRM tools using APIs provided and sync data across all tools. Used OAuth 1.0 and 2.0 to authenticate APIs.
- Provides and develops solution for a US based Insurance provider that deals with both Personal and Commercial line.
- Created Chat Bot using MS Bot Framework with LUIS service
- POC on implementing Natural Language Processing (NLP) cognitive services in chatbot and AI basics.
- Handling release process through TFS and CI/CD pipelines in JENKINS
- JIRA for DevOps and Sprint planning.
- Participate and organize different scrum ceremonies
- Mentoring junior and code reviews

**Elevate Services** • Gurgaon, Haryana, India • 11/2016 – 08/2017

### Senior Software Engineer

- Created a rule engine and exposed as REST API to users and returns result into JSON format.
- Configured a Web Job on Azure to run and validate rules in background.
- Rules were configured in SQL using GUI to perform CRUD operations. And to attain better performance, rules XML was generated and saved files on cloud in Storage Account.
- Owns end to end delivery of the product including metrics and status reporting

**Otravo B.V. - Vliegtickets.nl / WTC.nl** • Halfweg, Amsterdam, Netherlands • 05/2016 – 09/2016

**Senior .Net Developer**

- Support operations for booking tickets, checking fares, getting data, and manipulating databack into from GDS (Sabre, Galileo).
- JIRA for Project Management

**Keesing Technologies** • Amstelveen, Amsterdam, Netherlands • 01/2016 – 04/2016

**Senior .Net Developer**

- Company has both online and offline solutions for authentication of ID documents and banknotes.
- Read document from a hardware (ID scanner) using C++ libraries.
- Developed an offline backend solution for authenticating ID documents for Austria clients
- Reading MRZ, RFID, UV, IR and VIZ data from documents and auth
- JIRA for Project management

**Tata Consultancy Services** • Noida, India; Amsterdam; Norway • 11/2011 – 01/2016

**Lead Software Developer**

- Role involved 60% coding and rest 40% leading a team and adding values by improving existing process and provide quality deliverable.
- Lead 8-person team in India, flagship software development, new product development, and system & integration testing in all aspects of solution design, development, validation, implementation, and support.
- Define project plans complete with scope, milestones, resource requirements and deliverable.
- Lead Scrum Ceremonies – Sprint Planning, Daily Stand up, Sprint Retrospective, Sprint Demo and Product backlog grooming
- Led change management initiatives to strengthen the development process by adopting Agile principles and structuring process documentation in consistent format.
- Organized R&D activities, including software and firmware developments, producing offerings based on customer needs.
- Understood 10 years old project and migrated into new technology in less than a year.
- Re-architected legacy systems to improve performance and adhere to modern design patterns with extensibility and reusability as the focus.
- Part of hiring team panel and helped organization to hire new and experienced talent.
- Performed code reviews, created code-review checklist and working with QA to test and validate solution.
- Handling client calls to gather business requirement, conducting system analysis and finalizing technical flow
- Worked with JIRA, ServiceNow and Kanban for Project management
- Handled release process through TFS
- Worked on EF (DB First Approach), Ado.Net and LINQ
- Developed RESTFUL APIs
- Written unit test cases using MS Test and integration tests

**HCL Technologies** • Noida, UP, India • 05/2010 – 11/2011

**Software Engineer**

- Tool for smooth working of Human Resources, like kitty points, customer background checks application and customer satisfaction index (CSAT).
- Got appreciation for Defect Preventive Analyst (DPA) role in Quality Audit.
- Contribute towards Key Process Areas (KPA) – Casual Analysis and Resolution (CAR), Decision Analysis and Resolution (DAR), Configuration Management (CM), Organizational Process Definition (OPD), Requirements Management (REQM), Technical Solution (TS)
- Write code with .net, JavaScript, Ajax, Entity framework, LINQ and SQL.
- Write unit test cases using Excel sheet

**Agilis International** • Gurgaon, Haryana, India • 05/2007 – 02/2009

**Software Developer**

- This is where I began my career. I was responsible for maintaining their website, implementing new updates, and providing support for technical difficulties reported by users.
- I learned how to code with .net, JavaScript, Ajax, Entity framework, Linq, Oracle, and SQL.
- Write unit test cases using Excel sheet
- Created an in-house HR time management solution where employees may lock their time, leave, and check the remaining hours for the week.

## **EDUCATION**

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**Bachelor of Technology (B.Tech.) Information Technology**

Beant College of Engineering • GPA: 1st Grade

## **CERTIFICATIONS**

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**Domain Certifications- Certificate in Core Banking Solutions**

Tata Consultancy Services

**Domain Certifications- Certificate in European Banking**

Tata Consultancy Services

## **LANGUAGE SKILLS**

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**Mother tongue(s): HINDI | PUNJABI**

**Other language(s): ENGLISH**

**IELTS –CEFR Level C1**

Speaking 7.0; Listening 7.5; Reading 7.0; Writing 6.5