

Ratnamala K
App dev and support Engineer ||
Conduent business services Pvt
Ltd

Email-Id : ratnamalak57@gmail.com
Mobile : +91-6362375901

Summary

- Enthusiastic Web Developer with 6 years of extensive experience in Clinical Trials, Banking and Transport system Using .Net Framework .
- Involved in Development, Maintenance and Enhancement of Projects.
- Expertise in using Asp.net,C#,Ado.net,EF,Web API,Web services,XML,XSLT and Azure Blob services.
- Expertise in using MSSQL, T-SQL to create and manage database items, such as tables, Views, Functions, Stored procedures, Triggers, Cursors, CTEs, Temp Tables, Derived Tables indexes of tables and Normalization and De-Normalization techniques.
- Knowledge on 'AWS Masters Course' gained from Intellipaat.
- Involved in all phases of SDLC Design(Specification,Coding,Debugging,Testing,Integration and System Testing).
- High level of responsibility and ownership from inception through Implementation.
- Possess proactive approach to problem solving and good defect management skills.
- Ability to work in a team environment as well as independently.
- Ability to learn & develop using new technologies quickly.
- Result-oriented individual with strong technical, analytical, and interpersonal skills.

Professional Profile:

Employer	:	Indecomm Global Services Pvt Ltd.
Designation	:	Software Engineer
Date of Employment	:	October 2017 to September 2019

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Employer	:	Cenduit (India) Services Pvt Ltd – An IQVIA Business
Designation	:	Software Engineer
Date of Employment	:	September 2019 to November 2022.

Employer	:	Conduent Business Services Pvt Ltd
Designation	:	App Dev & Support Engineer
Date of Employment	:	November 2022 to till date.

Technical Skills:

Operating Systems	:	Windows Family.
Programming Languages	:	C#.Net.
Web Technologies	:	ASP.Net, Asp.net Core,ADO.Net, Web Services, Web API,Azure Cloud.
Server	:	Internet Information Server (IIS).
Database	:	MS SQL Server.
Cloud Platform	:	AWS,Azure
Agile Tools	:	JIRA

Projects Summary:

Project #1

Title	:	Dynamic Doc Hub
Team size	:	4
Technology	:	C#, Asp.Net, SQL Server, WCF, Web Services, JavaScript Frameworks.

Description

Dynamic Doc Hub is to convert Documents into a fully software based solution by building the services components in the dashboard. The system will also work as an enterprise solution to enable the customers to process the documents to the Recording platform, process the documents, Pricing, Invoicing Printing checks, shipping Level 1 documents and submitting Level 2 documents.

Roles & Responsibilities:

- Production Support, Maintenance & doing enhancements based on the client's requirement.
- Developed a new module "Export Task" as per requirement.
- Documenting recurrent issues and providing permanent fixes.
- Converted Export tasks from FTP to SFTP Capable task Schedulers.

Project #2

Title	:	ITitlehub
Team Size	:	4
Technologies	:	Asp.Net, SQL Server.

Description

Acting as a dashboard between Import service Documents to Application. Extensively designed for handling multiple and single document submissions.

Roles & Responsibilities:

- Doing enhancements to the application as a part of Production support & maintenance.
- Developed small windows schedulers to send scheduled reports.

- Created supporting SQL Jobs for data refresh and sending notifications to the clients.

Project #3

Title : Clinical Trial Set up Environment for various Clients .
Technologies : SQL server and Company Domain Clinical Tool.
Team Size : 12 Members

Clinical Trial Set up Environment Tool Called '**CIRT Tool**' was developed by the company to Configure the Client Requirements into Working Dashboard.

Roles & Responsibilities:

- Responsible for Gathering Requirements and Reviewing the User Requirements Specification.
- Co-ordinating with project management Team for URS updates and addition of new requirements.
- Worked in **AstraZeneca COVID-19** Study set up with complex Requirement.
- Implementation of URS into working Dashboard and preparing Documentation on the new functionality addition.
- Unit testing of the Study Implementation and Releasing the study to Testing Team.
- Played a Major Role in fixing standard/Custom issues across multiple studies in Parallel.
- Once the Study has been Tested thoroughly, Releasing the study to User Acceptance Testing and Ensuring for the Zero Errors.
- After the UAT Testing, Releasing the Study to Production Environment.
- If there are any New Requirement for the Existing study, URS Needs to be Reviewed for the New Updation and Updating the system as per the URS.
- Jira is used as a Ticketing Tool for the study and SCR.
- Effectively communicated complex technical issues and delivered concise presentation to management.
- Provided clinical technical evaluation and input at stage gate reviews on major studies.
- Actively contributed to preparation and coordination of internal audits and regulatory inspections.

Project #4

Title : CW3 Citeweb and Citenet Clients
Technologies : Asp.net,Web API,Azure,SQLServer.
Team Size : 10 Members

We have a application consisting of various clients,based on the clients workflow,Images and xml file download and processing is handled..

Roles & Responsibilities:

- Responsible for Gathering Requirements and Reviewing the User Requirements Specification.
- Co-ordinating with project management Team for requirements updates and addition of new requirements.
- Worked in **Canada APIS Clients Export Setup with** complex Requirement.
- Implementation of requirements into working Dashboard and preparing Documentation on the new functionality addition.
- Unit testing of the Implementation and Releasing the study to Testing Team.
- Played a Major Role in fixing standard/Custom issues across multiple studies in Parallel.
- Once the requirements has been Tested thoroughly, Releasing it to User Acceptance Testing and Ensuring for the Zero Errors.

- After the UAT Testing, Releasing the Study to Production Environment.
- If there are any New Requirement for the Existing functionality, validate the system efficiency for the new feature.
- Jira is used as a Ticketing Tool for the new requirement and SCR.
- Effectively communicated complex technical issues and delivered concise presentation to management.
- Actively contributed to preparation and coordination of internal audits and regulatory inspections.

Educational Qualification

Bachelor of Engineering in Computer Science

Achievements

- Received 'Bronze Award' for the best performance in Cenduit.
- Received 'Star Performer Q2 2018-2019 ' Award From 'Indecomm Global Services Pvt Ltd'
- Attended Clinical Trial Workshops.
- Got Appreciations on Major functionality implementation and timely delivery.

Personal Profile

Full Name	: Ratnamala
Address	: G3, Kalpatharu Villa Apartments,12 th Main , Padmanabha Nagar, Banashankari, 560070
DOB	: 08-11-1995
Gender	: Female
Material Status	: Married
Languages Known	: English, Hindi, kannada

Declaration

I hereby declare that the above-mentioned information is true to the best of my knowledge.

(Ratnamala)