

SWATI PATIL

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Specialization: M.C.A (Master of Computer Application)

Professional Experience: 7 Years

Professional Profile:

- As a **part of Production & Application Support team**, I have been working on different phases of SDLC and Agile Methodologies for the past **7 years**.
- Having good experience, working on Agile Methodology (Scrum), Waterfall Methodology and Test-Driven Development (TDD).
- About 2 years of experience with ITIL and IT Service Management Solutions in IT infrastructure with expertise in the **Service Now**.
- While developing software my responsibilities include either **writing code** for the same or providing support to already existing modules and bug fixing cycles.
- Worked as a part of Production Support or Application Support Team.
- Aware of live deployment tools.
- Aware of ITIL terms.

Industry Experience:

- Construction Intelligence
- School fees and Insurance Credit Finance
- Health Insurance
- Web Crawling

Certification:

- ITIL V3 Foundation.

Technical Skills

- Programming languages: Core Java, Python, Visual Basic 6.0, UNIX Shell Scripting(Basics)
- Databases : SQL, PL-SQL, PostgreSQL 9.4/9.5
- Web technologies : HTML, Basic PHP commands, Java script.
- Web servers : Apache tomcat
- Database utilities : Toad, SQL developer
- Operating systems : Windows XP/7/10, Linux (CentOS, Ubuntu).
- Others : SVN, GitLab, Bitbucket, JIRA, Eclipse, Solr, Visual Studio Code, Putty, WinSCP, Go deployment tool.
- Tools : Experience in Screen Scraper tool, which is use for web crawling. Tools use for ticketing purpose like Service Now, JIRA, Mingle, HP open view, Aware of Drupal.

Projects

Company – Arrk Group Pvt Ltd.

Project: Barbour-ABI (UBM Group UK)

Description:

Barbour ABI is a leading provider of construction intelligence and lead generation services. Help people target new customers and generate new business opportunities from the construction sector.

Team Size: 33

Role: Senior Software Engineer

Duration: October 2013 to Till Date

Domain: Construction

Technologies: Java script, Python

Backend: PostgreSQL, PL-SQL

Role(s): My role has been that of a part of support team, interact with stake holders, resolve the issues and maintain the SLA's. Managing screen scraper tools from more than 3 years and also now part of web crawling technologies such as Scrapy in Python. We have followed Agile Methodology (Scrum) and Test-Driven Development. I have carried the responsibilities Service delivery team. I am aware of Drupal CMS, apply the changes in Drupal that has been raised by customer.

Project: PCL (Premium Credit Ltd)

Description:

PCL – Phoenix is a product for Premium Credit Online. The client maintains the school fees and insurance premium plan using Phoenix. Web services based application that has been used to maintain school fee plan of the customer, to manipulate fee structure and collection schedule also maintain transactions and various reports for management.

Team Size: 20

Role: Software Engineer

Duration: Aug 2011 to Aug 2013

Domain: School fees and Insurance Credit Finance

Backend: PL-SQL

Role(s): My role has been that of a part of production support team, interact with stake holders, provide support to customers, resolve their queries and deploy all the changes on production with the help of Go deployment tool. Worked onsite as a part of production support team. Monitored daily scheduled jobs for flow of data from one application to another application. Hands on experience in Mingle application for maintaining the history of tickets.

Company – Datamatics Global Services Ltd.

Project: BUPA-Shell

Description:

The objective of the project is to implement additional requirements that were agreed between Shell and BI during tender process. The Shell international Private Medical Insurance corporate account is the biggest corporate account that Bupa International (BI) manages with circa 26000 members.

Team Size: 8

Role: Associate Consultant

Duration: Jan 2011 to Jul 2011

Domain: Health Insurance

Technologies: Visual Basic

Backend: SQL, PL-SQL

Role(s): My role has been that of a part of development team, to create procedures, functions and also to debug code in Visual Basic. Create new functionality in Visual Basic. Provide capability to allow manually generated reports to be viewed/downloaded by Shell groups online. Create and publish monthly reports.

Project: BUPA (IBS)-Instant Booking System

Description:

The IBS (Instant Booking system) is a wellness application which is used for booking client Appointments for various tests, examination or consultancies.

Team Size: 8

Role: Consultant

Duration: Jan 2011 to Jul 2011

Domain: Health Insurance

Technologies: Visual Basic

Backend: SQL, PL-SQL

Role(s): My role has been that of a part of Application support team, to interact with business users and analyst to understand the requirement. Debug PL-SQL packages and Visual Basic code for resolving the issues which are raised by customers. Writing SQL queries and generates the reports and sent to customers. Maintain the document for all the development work and manage version control. Data fixing involve writing PL-SQL scripts and SQL to meet needs of the business.

Personal Details

- Date of Birth: 28-Oct-1983
- Languages Known: English, Hindi & Marathi
- Address: A-7, Manokamana CHS, Sec-15. Plot no.42. Near Maratha Bhavan. Vashi Navi Mumbai - 400703

I hereby declare that all the information provided is correct and to the best of my knowledge.

Place : Vashi

Date :

(Swati Patil)