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SONIKA VERMA

TECHNICAL CONSULTANT

EDUCATION

B.E in Computer Science

LDRP KSV Univeristy
2017-2020

Diploma in Computer Engineering

L.J College GTU
2014 - 2017

TECHNICAL SKILLS

- **DBMS:** MSSQL, MySQL, acquainted with different types of database architecture.
- **Network:** Acquainted with concept of Hub and Spoke network topology, SFTP, TCP,P2P, Telnet message processing.
- Know to read and interpret HL7 (Health Level) standard message.

FREELANCE PROJECTS

• CONTENT WRITING

Individual project - 3 years (2015-2018)

Wrote original, informative articles for entertainment website: Filmymantra.com following the SEO, Adwords and metadata rules.

Provided content to other websites like aboutfeed.com, psychofact.com based on the required genre.

• POSTER/BANNER DESIGNING

Individual project - 2 years (2017-2019)

Created Facebook cover, Twitter header and YouTube banner for clients using Adobe Photoshop CS6, Photoscape, PicsArt.

CAREER OBJECTIVE

3+ years of experience specializing in technical support and customer service. Adept at communicating effectively with customers to identify ideal solutions to technical issues and ensure client satisfaction. Intend to build a career with a leading organization by contributing to organizational & self-development and growth. Strongly believe in team building and be a vital player in the team.

PROFESSIONAL EXPERIENCE

○ Apr 2023 - Present

eClinicalWorks | Ahmedabad

Technical Team Lead- Interface Support

- Monitor tickets submitted to support engineers to ensure timely resolution of customer's issues.
- Provided guidance to team members to test and replicate problems in customer environment and local instances to determine the root cause of the problem, and document any software deficiencies in case notes to provide to the development department for Jira creation.
- Worked with a variety of departments (Development, Product Management, Quality Assurance etc) to identify and solve software-related problems.
- Provided support on demand, troubleshooting- fixing errors and escalating issues to the appropriate teams as required.
- Ensured team-members stayed up to date by Monitored calls for quality purposes and coach employees on ways to improve the quality of calls.
- Maintained and developed the team's performance through effective KPI control.

○ Aug 2021 - Mar 2023

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Technical Mentor- Interface Support

- Assisted resolving Tier 3 level cases which requires greater level of personalized care for good customer experience.
- Worked directly with QA and developers to create Jira and patches for bugs in current software version and fixes for future release.
- Resolved technical and conceptual issues related to the inbound-outbound interfaces as issues arise and provide close monitoring of all interfaces EHR vendors to ensure they are running as intended. Troubleshooting different structures of HL7 messages like ADT, SIU, DFT, ORM, ORU messages that are sent via TCP/IP, SFTP, Web services, Hub and Spoke topology.
- Conducted LOB specific training for the new employees and provided refresher training to the team whenever required.
- Designed informative documents, presentation and videos for training new employees.

ACADEMIC PROJECTS

- **MULTI LEVEL MARKETING – Diploma Project**
Group Project – 6 months

(This system is used to manage the multi-level-marketing company)

Technical Specification: ASP.NET with VB, SQL Server 2012

My Role: Designed the front-end of an application and implemented the database structure.

- **PROJECT MANAGEMENT TOOL– B.E Project**
Group Project – 4 months

(A system to monitor the development phase of the on-going projects in the organization)

Technical Specification: Php with SQL Server 2012

My role: Designed and implemented the database structure of the application.

- **IoT BASED SMART WHEELCHAIR– B.E Project**
Group Project – 6 months

(Proposed a prototype for a wheelchair that can be controlled using a smart phone)

Technical Specification: Iot embedded with Android things.

My role: Designed UI of the android application, from which user can control the functionality of the wheelchair.



Aug 2019 – Aug 2021

eClinicalWorks | Ahmedabad

Software Specialist- Interface Support

- Managed customer inquiries from multiple sources (email, phone) to deliver outstanding customer support.
- Accurately record the pertinent details of client reported problems as required in the case management process.
- Manage customer expectations in regards to issue resolutions.

ACHIVEMENTS

- Promoted to Technical Mentor of the Team after 2 years of tenure.
- Awarded Rising Star at company's annual event in year 2022.
- Received several appreciations from client for satisfactory experiences.