

# ARSHA S

Kerala, India

**Contact:** +91 974 6655 975 | **E-Mail:** [arshasrilatha@gmail.com](mailto:arshasrilatha@gmail.com)

**LinkedIn:** [linkedin.com/in/arshasrilatha](https://www.linkedin.com/in/arshasrilatha) | **Skype ID:** live:.cid.9eba914e22c0ca01

*A dedicated and skilled Web Developer with 4 years of comprehensive experience, I excel in international cross-functional teams, thriving on collaboration and individual initiative. Currently a Senior Analyst at Allianz Technology, I lead the synthetic monitoring of web applications for Identity and Access Management using Dynatrace and CloudWatch. My expertise spans front-end technologies and back-end development, enhanced by a robust understanding of CI/CD methodologies. Fluent in English, I prioritize effective communication within diverse teams and excel at streamlining product development. My commitment to continuous upskilling is evident through ongoing certifications in Angular and Node.js. Passionate about enhancing user experiences, I thrive on both collaborative teamwork and individual contributions to drive innovation and excellence.*

## WORK EXPERIENCE

### Allianz Technology

Kerala, India

Senior Analyst

November 2022 – Present

- ❑ Led the central responsibility for synthetic monitoring of the web application for Identity and Access Management (IAM) developed in a scrum framework, utilizing Dynatrace and CloudWatch. Organized features into sub-features for effective monitoring in Development and Staging environments and partnered with backend developers to communicate enhancements for log improvements.
- ❑ Conducted comprehensive testing of backend journeys in ForgeRock Identity Cloud (FIDC) by executing API calls through Postman, analysing responses, and reviewing corresponding CloudWatch logs. This initiative enabled the identification of additional negative cases and catch blocks, significantly enhancing logging for improved troubleshooting during errors or exceptions.
- ❑ Designed and engineered over 30 customized synthetic monitors in Dynatrace for IAM features in non-prod and prod environments using JavaScript and Dynatrace's built-in JavaScript API to monitor endpoints, request, and response parameters to ensure network-level service accuracy and integrated them with third-party services for prompt error alerts, offering the Operations team a proactive advantage in error detection.
- ❑ Directed the management of system rewiring and upgrades, impacting IAM features, through the updating of URLs, Dynatrace scripts, FIDC variables, secrets, and OAuth2 clients. Facilitated communication related to these changes across multiple scrum teams, ensuring transparency, and updated documentation with a focus on prioritizing confidentiality.
- ❑ Optimized the IAM web application's Angular frontend codebase by executing code updates, adding new feature functions, and integrating backend callbacks which ensured accurate navigation and information display, contributing to an improved user experience by effectively conveying precise information about possible behaviours, including both positive and negative scenarios.
- ❑ Successfully performed approximately 20 deployments in a dynamic project environment, utilizing Jenkins and GitHub CI/CD pipelines and ensuring smooth backend and frontend deployment through meticulous verification of Jenkins and FIDC configurations and collaborated with cross-functional teams to conduct prompt regression testing post-deployment.
- ❑ Proactively performed production support for CIAM, efficiently resolving SNOW incidents and conducting thorough analysis of issues reported by Dynatrace monitors. Utilized AWS CloudWatch logs, Dynatrace execution details, and historical issue data for comprehensive issue resolution.
- ❑ Played a pivotal role in developing and implementing reporting solutions for CIAM statistics and trends. Leveraged FIDC, AWS CloudWatch, and Python-coded Lambda Functions within a Kanban framework, contributing to enhanced visibility and decision-making processes.

- ❑ Drove thorough manual testing and spearheaded detailed code reviews for the simulation of Human Machine Interface (HMI) UI in Train Control and Management System (TCMS), developed as an Angular SPA that aided the development team in identifying common areas of potential errors, contributing to the enhancement of the overall prototype development process.
- ❑ Incorporated Routing feature, RxJS, TypeScript and CSS3 in Angular to create navigation and style changes that enhanced the HMI UI Simulation, improving visualization of features and functionalities of the TCMS which streamlined the review process by providing clear visualizations of the changes in requirements, resulting in improved clarity, and understanding among external stakeholders including the Train Crew.
- ❑ Implemented eight TCMS HMI UI simulations as prototypes for four distinct train models catering to various categories of Train Crew, as web applications exceeding 200 pages each, utilizing Angular to efficiently reuse components and services that significantly minimized time, effort, and the occurrence of bugs and defects during the initial stages of development.
- ❑ Devised the backend for TCMS HMI UI Web Applications using Node.js, enabling a comprehensive observation of the behaviour train crews might encounter during actual HMI usage by simulating ground communication with trains, facilitating the identification of steps and interactions necessary for responding to security alerts and messages.
- ❑ Utilized MS Visio to design additional screens for integration into TCMS HMI, incorporating insights from style guides, page navigation documents, and feedback received from both external and internal stakeholders, as well as the train crew, to create detailed picture models of the user interface.
- ❑ Showcased effective communication and collaborative abilities by supporting the quality assurance team in monitoring key performance indicators (KPIs) related to defect density. Played a vital role in client meetings, articulately communicating updates on HMI UI prototype development, ensuring regular checks, and facilitating feedback alignment with changes in requirement specifications.
- ❑ Demonstrated effective organizational and communication skills by leading training sessions for peers, strategically emphasizing the utilization of Angular. Developed engaging sample demonstrations and comprehensive learning documentation, making a substantial contribution to the upskilling of the TCMS Development Team.
- ❑ Diligently crafted a project proposal to extend the style guide for TCMS HMI UI to other train models, ensuring an enhanced user experience (UX) while minimizing distractions to the train crew while operating. This involved comprehensive research on existing HMIs, gathering insights from the Train Crew, and conducting a meticulous study on colours and display components.

## TECHNICAL SKILLS

HTML | CSS | JavaScript | Typescript | Angular | JIRA | GitHub | Confluence | Postman | Dynatrace | AWS CloudWatch | ForgeRock Identity Cloud | REST API | Node.js | React

## CERTIFICATION

### **Certification Courses:**

*Angular - The Complete Guide (2024 Edition), Udemy (Tentative 2024)*

*NodeJS - The Complete Guide (MVC, REST APIs, GraphQL, Deno), Udemy (Tentative 2024)*

*React - React - The Complete Guide 2024 (incl. React Router & Redux) (Tentative 2024)*

## EDUCATION

**2019 Bachelor of Technology in Electrical & Electronics Engineering**  
**APJ Abdul Kalam Technological University, Kerala, India**

---