

## Ruchi Aggarwal

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An ITIL certified professional, highly motivated with 16 years of experience in developing, customizing, analyzing and enhancing software products. Major strength includes strong leadership, excellent communication skills, competent, strong team player, capable to work stringent deadlines, and ability to learn and work in new technologies. Expert in gathering, analyzing, and defining business and functional requirements.

Knowledge of Retail Fashion industry - Order Management System, Warehouse management system, Patient admission system of National Health Service (NHS), Airline industry which includes Passenger Airline Revenue Accounting (PRA), knowledge of Sales, Flown, Proration, Exchanges, ADM, MCO, Crew Scheduling.

### Technologies

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Tools	: APEX, Oracle Forms and Reports 11g, Qik 2, Visual Basic
Databases	: Oracle 8/9i/10g/11g, SQL Server, Microsoft Access
Platform	: Windows, UNIX, Linux, Cloud,
Agile Methodologies:	Scrum, Sprint, Product Log, Backlog, Burndown, Kanban
Cloud Services	: AWS, Github, Docker, ORDS
Languages	: C/C++, PL/SQL, JAVA, Golang
Tools	: JIRA, Salesforce, Service Now, PVCS, Visual Studio

### Experience

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#### January 2017- Present

##### River Island as Software Engineer

River Island is one of the most well-known and loved brands on the High Street.

**Technology:** AWS, Oracle PLSQL, ORDS, Oracle APEX, Golang

##### Responsible for:

- Work collaboratively with the business analysis team, product owners and Web/AWS team to deliver solutions that meet the business' requirements using Agile (Scrum) practices
- Drive the continuous improvement of software delivery within the team and contribute to best practices across the function.
- Reduce technical debt to ensure maintainability and reduce costs of running application.
- Created dashboards using Apex screen to forecast and compare actual with planned milestones
- Actively involved in migrating projects from old legacy system to event-based system using Oracle Advanced Queue for event and extensively using APEX\_JSON, APEX\_WEBSERVICE and APEX\_STRING utilities
- Developed several packages using JSON features: apex\_json, json\_array, json\_array, json\_object, json\_objectagg, json\_value for posting JSON payload for event publication to AWS API Gateway/Kinesis stream.
- Used Github for version control and continuous integration

- Developed RESTful webservices using Oacle Rest Point Services.
- Followed test driven approach using utPLSQL version 3.1 and used Oracle dbms\_scheduler for scheduling the batch processes.
- Experience with Golang standalone programs and adapted DevOps, AWS, CI/CD and TDD principles.
- Coach and mentor junior members of the team.

### **Oct 2013 – December 2016**

#### **AllScripts as Sr. Software Engineer**

Allscripts is a leading informatics healthcare specialist working in partnership with NHS trusts to deliver reliable, cost effective, proven PAS and EPR systems that are significantly improving patient care.

**Technology: Oracle 11g PL/SQL, Oracle Forms & reports11g, Weblogic Servers**

#### **Role:**

- Responsible for maintenance and development of application using PL/SQL Oracle 11g and Oracle 11g Forms.
- Responsible for Live deployments of WebLogic Forms and 11g PL/SQL objects which involves stopping and starting OPMN Services and rebooting Load Balancer
- Solving and closing the calls within SLA time.
- Responsible for supporting P1/P2 calls on early morning hours.
- Responsible for hospital sites ownership to work independently on the all cases assign by them which includes analysing the change, creating CR, coding, testing and deploying the changes.

### **Sep 2010– May 2013**

#### **NIIT Technologies Ltd., UK as Sr. Software Developer**

#### **Softec – Monalisa**

Monalisa is used for **Passenger Revenue Accounting** and is used by many of the major airlines. The product range of the Monalisa software package comprises financial as well as operational airline solutions.

**Technology: Oracle 11g PL/SQL, Oracle Forms & reports11g**

#### **Responsible for:**

- Developing & supporting the application especially the Passenger Revenue Accounting module.
- Requirement gathering from customers
- Prepare high level design and low-level design documents.
- Technical guidance to team and implementation.
- Research, development and Custom control development

### **July 2008– May 2010**

#### **British Airways as Sr. Software Developer**

#### **Operational Customer Database Support (OCD)**

OCD is destined to be the single repository of all customer data within the airline. Currently it contains customer information for executive club and premier club members. It is an ORACLE 9i database, with PL/SQL packages, and UNIX shell scripts making up most of the application software.

**Technology:** Oracle 9i, PL/SQL, SQL

**Responsible for:**

- Handling of a variety of batch processes, analysis and Investigation.
- Investigating error logs and undertaking data or code fixes
- Facilitating the development team, responsible for LLD/Code review.
- Incident Monitoring, Tracking and Closure.

**July 2007– May 2008**

**British Airways as Software Developer**

**PEGASUS**

PEGASUS is a front-end selling & servicing tool for majority of UK, Global BA & Executive club service centers. PEGASUS used by agents to contact BA to access AMADEUS reservation system.

**Technology:** Windows XP, Qik2 Tool (Scripting language)

**Responsible for:**

- Developed scripts as per the requirement from client.
- Walkthrough of scripts created by team members.
- Unit testing.
- QARC distribution activities for UK & North America weekly releases.

**Sep 2006 – Feb 2007**

**Asia Pacific Institute of Management & Technology, India**

**TMS (Time Management System)**

TMS is software used to generate reports like MRM, weekly/monthly status of project/resource etc. The client to track the progress of projects, utilization of resources etc, uses these reports.

**Technology:** Oracle Forms 6i, Oracle PL/SQL, SQL

**Team Size:** 2

**Responsible for:**

- Analysed the scope of the requirements given by the different teams.
- Designed and developed different forms like resource/task/report management form.
- Tested and implemented the project.

**Sep 2002 – Feb 2006**

**Mukand Lal National College, India**

**Responsible for:**

- Teaching and mentor graduate and post-graduate students.
- Developed and maintained college Accounting and Timetable applications.
- Designed and developed college website.