Sujata Patil
Software Engineer

SUMMARY

Software Engineer with 2.4 years of experience in Azure Cloud, UC4 Automic, Incident Management, Power BI, SQL. Critical thinker who addresses production landscape issues quickly and consistently exceeds performance standards. Seeks a position capitalizing on the ability to contribute to solve complex issues, project management, break-fix, compliance, and quality assurance initiatives.

CORE SKILLS

• ASP.NET	• Application Support
• C#	• Dynatrace
• Microsoft Azure	• UC4 Automic
• AWS	• Incident Management
• SQL	• Power BI
• Oracle	• Production Support

PROFESSIONAL EXPERIENCE

Project : **Assurant Mobile Services Claims**
[04/2021 – Present] (Zensar Technologies, Pune)
Domain : Insurance

Key Roles & Responsibilities
- Manage the day-to-day monitoring and troubleshooting of application issues and service requests, Well understanding the business requirements, gathering the business solutions, and creating the Technical and Functional documents as per the client request sheet.
- Execution of operational procedures and tasks as per the Technical Delivery contract.
- Complete root cause analysis of issues, Monitor and recommend improvements to existing business applications based on data collected from support services.
- Worked on Monitoring tools like DYNATRACE and DATADOG.
- Work in a team environment to complete all testing activities according to schedule.
- Effectively communicate issues and status updates with business users, first-level support, and development teams.
- Identify and deploy automation opportunities for process improvement.
- Coordinate resolutions with the development team and project managers.
- Designing, building and deploying, publishing data analysis reports/dashboards for large volumes of data.
- Extracted the data from non-database sources (XLS, CSV file), Database sources (SQL Server) and Developed Visualizations, .pbix, .rdl by using Power Bi.

Technologies Using: Windows, SQL, Oracle, Asp.net, DataDog, Dynatrace, UC4(Automic), Microsoft Azure, Service Now.

ORGANIZATIONAL TRAINING [01 Jan 2021 – 31 Mar 2021]

Trained on .NET FullStack and made a DEMO Project for Final Assessment Based on CarAutomobile Shop, later on evaluated based on the project and assessment and allotted to the Project.

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Azure Data Fundamentals (DP-900)
- Microsoft Azure Data Engineer Associate (DP-203)
- SI Associate Certification Program (MongoDB)

AWARDS AND RECOGNITION :

- Award in Customer Centricity (Emerging) Category (2023) :
  - For significant contribution to the client support

EDUCATION

B.E. (Computer Engineering): 08/2020
North Maharashtra University.
completed with 8.12 CGPA

Diploma in Computer Engineering : 07/2017
Maharashtra State Board of Technical Education (MSBTE)
completed with 72.25 %

NON-IT SKILLS

- Communication abilities, both verbal and written

- Team coordination and communication

- Demonstrated complex problem-solving and management abilities.

- Analysis and critical thinking skills.

- Issue prioritization based on urgency and business impact

CONTACT INFORMATION

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