SAMRUDDHI   SAWANT

- 70 Netherfield gardens, Barking, IG119TN
- **Mobile**: + 4 4 7415060997   **Email**: samruddhi.gv1995@gmail.com

PROFILE SUMMARY

- Experienced Software Engineer with knowledge and experience of designing, building, and delivering automation solutions for Insurance industry clients and Banking industry projects.

- Strong analytical and technical skills in various projects including initiating, planning, execution, monitoring and closing the projects.

- Demonstrated of Analytical and Management skills to resolve production issues.

- Excellent Communication, interpersonal and stakeholder engagement skills.

EMPLOYMENT PROFILE

Work2gether Limited – IT Consultant (Oct '21- June '23) London,
United Kingdom.

Project Client: Photon Interactive
Project: Cardif Pinnacle
Role: IT Consultant
Role Summary: Worked on Incident Management process and then progressed towards implementing Problem Management process, while supporting clients in transforming their core functions (e.g. Finance, HR and IT) by understanding challenges in their operating model.
Responsibilities:
Documented and implemented the Problem Management process for Photon client while ensuring ITIL compliance. Created and maintained Known Error Database.
- Found ServiceNow & Automation process candidates across all functions through quantitative analysis (using Power BI Dashboards).
- Presenting and discussing 'RCA' and 'Improvement Action plan' with Client's Service Managers. Maintaining Problem Summary Report and host weekly meetings with Client.
- Establish trend analysis to identify recurring problems and potential problem sources to implement Proactive Problem Management and improve KPI performance.
- Perform 'Major Incident Review' and Create Post Incident reports.

Atos|Syntel - Software Engineer (Jul,2018 – Aug,2021)
Pune, India.

Project 1: Insurance
Project Client: Cuna Mutual
Role: SharePoint Admin
Role Summary: Developed and customized enterprise applications with Microsoft SharePoint 2013 and Office 365 with SharePoint Online. Provide inputs to project teams in proper deployments configuration, portal operation and other web-based products.
Responsibilities:

- Accountable for managing projects, process improvements and access management for client to new SharePoint sites and document libraries.
- Extensively involved in Installing, Configuring, Monitoring and Supporting SharePoint 2013 and Production issues.
- Migrated SharePoint 2010 site to SharePoint 2013 online using Fly tool.
- Created Sites and Sub-sites within the site collection and created new Site permission levels and Groups for SharePoint 2010 site.
- Used management methodologies like Information Technology infrastructure library for SharePoint sites.

Project 2: Insurance

Project Client: Cuna Mutual

Role: RPA Consultant

Role Summary: Designed, developed, and implemented Blue Prism-based Robotics Process Automation (RPA) solution for insurance sector. Managed the response to a situation by developing a strategy for eliminating and reducing the risk posed by the incident.

Responsibilities:

- Developed new process and RPA components using core workflow principles that are efficient, well-structured and reusable.
- Designed process using Excel, CSV commands with blue prism and involved in preparing Process definition document in-line with Business requirement.
- Analyzed the requirement for BOT developments and made improvements in effective environments.
- Created and documented test procedure and scenarios for pre-UAT phases and supported the operation team during the UAT and rollout phases.
- Worked on debugging applications for fixing bugs and production support. Involved in testing BOTS for Environment migration in both in-house and UAT Testing.

Project 3: Insurance

Project client: Cuna Mutual

Role: Associate Consultant

Role Summary: Lead for Incident Management team within an Enterprise scale environment, demonstrated strong analytical fault finding, diagnostics and troubleshooting skills.   **Responsibilities:**

- Identified and constructed new process frameworks and reviewed the established processes.
- Provided Incident management bridge calls with support teams, on-call support applications teams and management.
- Performed as lead customer personnel and subject expert for incident management with authority and confidentiality.
- Conducted post Incident Root Cause Analysis for Internal and External Production Outages and Internal performance trends.
- Ensured escalation process are followed and support teams are engaged. Managed client contacts and provided on call support during weekends and holidays to resolve issues.

QUALIFICATIONS

- **Master of Science** (Sep 2021 - Sep 2022): Information Security, Royal Holloway University of London, United Kingdom
- **Master of Business Administration** (Jun 2016 - May 2018): Information Technology and Human Resource, Aditya Institute of Management Studies and Research, Mumbai, India.
- **Bachelor of Science** (Apr 2013 - May 2016): Information Technology, Thakur College of Science and Commerce, Mumbai,
  India.

TECHNICAL SKILLS

- **Application Software:** Microsoft Office, Tableau, Office 365, Visual Studio

- **AWS Components:** S3, EC2, Security Groups, VPC, Elastic Cache, Redshift • **Migration Tool:** Fly
- **Operating System:** Windows 9x/NT/Server/7
- **Programming language:** C++ and SQL
- **RPA Tool:** Blue prism, UiPath, Automation Anywhere, Microsoft Power Automate
- **SharePoint:** 2010/2013/online, Office 365, SQL Server, Windows Server 2012, One Drive, MS SharePoint Designer 2013

CERTIFICATIONS AND TRAINING

- **Apache Kafka:** Oct 8, 2020 (Internal training) • **Aws Basic**: Sep7, 2020 (Internal training)
- **Aws Devops:** Sep 22, 2020 (Internal training)
- **DevOps Basic:** Sep 17, 2020 (Internal training)
- **Kubernetes:** Sep 29, 2020 (Internal training)
- **Microsoft:** AZ-900 Azure Fundamentals
- **Udemy:** UiPath RPA Developer Course Build 7 Robots
- **Udemy:** Ultimate AWS Certified Solution Architect Associate
- **UiPath:** Orchestrator for Developer

OTHER ACCOMPLISHMENTS

Atos|Syntel:

- Quality Team Award for excellence in Operation, Process and CSAT.
- Recognition for delivering excellent quality work as per client requirement with limited timeframe.
- Rewarded for LEAN INITIATIVE.