Collaboratively worked with multiple enterprise teams during our application development. Enterprise team composes of team members from multiple nations and multiple cultures. Adopted best strategies in development gained through discussion, training and research. As a woman from a different culture, I brought the unique perspective to the teams. Overall, I am proud of the progress we have made in creating a diverse and inclusive team, but I recognize there is always room to improve by continuous learning.

Worked with Enterprise Knowledge Management and Authoring team to identify changes, gathered business requirements. Business requirements are well documented before development. BRD document includes existing application capabilities and shortcomings to improve. Redesigned the User Interface of Mutual Knowledge application to adopt the industry standard React/CSS front end technologies which has greatly improved the user experience and increased the efficiency of our services. Created new authentication using Microsoft OAuth to match with the industry leading standards for authentication and Implemented access based on Active Directory Groups, this improves Onboarding and offboarding process with the proper authentication for new users and it brings the control to the AD group managers.

Lead the development team to implement enterprise coding standards and controls in the new Mutual knowledge application. Added elaborative documentation to the application so that new engineers learning curve will be minimal to support the application. Implemented API endpoints from multiple Integrated systems so that other systems can move on to the new technologies or API Versioning (enhancements) without impacting our system. Delivered the application with exceptional quality and standards with stringent delivery timelines. Every featured was delivered on time. Collaborated and Coordinated with Users groups and other Enterprise teams to resolve the obstacles during development time. Upgraded PTOBidTool which has streamlined the process of requesting and approving time off, resulted in improved productivity and morale. I am always looking for process improvement and committed to continue to enhance my skills and expertise.

Committed to enabling the TechBlazer team for success by creating an environment of constant and equal development opportunity with clearing the engineering obstacles during development life cycle. I have implemented several strategies to achieve the quality and on-time delivery with agile/scrum process. Automated the manual processes resulted in 30% reduction in non-functional work. Supporting and replat-forming the new Mutual Knowledge application resulted in faster response, more devices compatibility and improved security.

I believe that my technical skills, dedication and attention to the detail have been instrumental in achieving my goal of improving the Home Office and Field Knowledge experience. In particular, Increasing the accuracy of search results by partnering with the global search team to implement and enhance adaptive search methodology into new platform of Mutual knowledge, it works similar to google search engine which provides suggestions, most frequently used words and spelling corrections. It enhances user experience to the great extent in search capabilities. Implemented Enterprise control standards from Luna into Mutual Knowledge application that aligns with the companies’ best controls in practice. Collaborated and communicated with Optimizely team to utilize new Optimizely instance for Mutual knowledge application to automate the new content and existing content modification through approval process.

I am proud of my progress made in improving and recreated the PTO Bid tool interface to automatically capture the CSR bids for CA in 2023. Replaced a previous manual process with automation resulted in saving RPA team 4 months of work. This accelerated our business by creating operational improvement and efficiencies, which helped us to improve the productivity, increased accuracy and satisfaction of the PTO Bids tool process for over 1000 + CSR bids for 2023. Overall, I believe that my ability to identify and implement process improvements has been instrumental in achieving these results, I am always looking for ways to improve and am committed in continuing to develop my skills and expertise in this area.