NIDHI AGRAWAL

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PROFESSIONAL ABRIDGEMENT

- Senior Consultant with 8 years of experience in **designing, implementing Business Process Models** and **workflows** using **Appian, IBM BPM** and **Flowable**
- Proficiency in **Workflow Development** with **Case Model Designing, Coach Views, UCA, EPVs, Events, DB Services, Nested Services** and **Process Task implementation** for comprehensive workflow solutions.
- Expertise in **Web Services** and **REST API integrations**, including **client-side human service**
- Proficient in front-end technologies, including **HTML, CSS, JavaScript**, and **Bootstrap** for creating user interfaces
- Skilled in crafting **SQL Queries** and **Stored Procedures** for database interactions and custom report generations
- Demonstrated leadership in guiding technical teams and independently developed medium to large-scale modules
- Played a pivotal role as a **Software Developer** in **Dubai office** and worked directly with clients for **3 years**, and actively participated in the development of various software projects and initiatives
- Mentoring new team members and enabling them to understand the project designs with right knowledge
- Acquainted with working in **Agile Methodology** with good understanding of **JIRA, Confluence** etc.

TECHNICAL SKILLS

- **Business Process Management (BPM) :** Appian 22 & 23, IBM BPM 8.0, 8.5 & 8.6, Flowable
- **Web Development:** JavaScript, CSS, HTML, Angular JS, Bootstrap
- **Databases:** MySQL, Oracle, Mongo DB
- **Cloud Platform:** Microsoft Azure
- **Version Control:** Git
- **Agile tools:** JIRA, Confluence

IBM BPM Certifications

- **C2180-412:** IBM Business Process Management Express or Standard Edition V8.5.5, Business App Dev
- **C9550-276-ENU:** IBM Business Process Management Express or Standard Edition V8.0, BPM App. Dev

WORK EXPERIENCE

FIS Global

Senior Developer   November 2022 - November 2023

- Demonstrated proficiency in **designing, implementing, modelling**, and **optimizing complex workflows** and business processes using **Flowable BPM**, with a history of improving operational efficiency.
- Conducted **Proof of Concept (PoC)** to migrate one of the projects onto the **Appian** to execute seamless transitions. This involved aligning technical capabilities with business objectives to achieve successful migration.
- Developed and implemented a Credit Loan application, enabling clients to automate the loan processing workflow for enhanced customer experience.
- Proficiently utilized **Case Model (CMMN), Business Process (BPMN), script tasks, Decision Tables (DMN), Forms**, and **Data Object service models** to manage data operations via REST APIs.
- Contributed to the design of critical flow components, including covenants (Lender-Borrower agreements), customer risk assessment, and the automated issuance of approval documents post-loan approval.
- Played a key role in the successful **migration** from **Edoras One to Flowable** for the loan application, ensuring a seamless transition and uninterrupted functionality.
- **Led technical team**, providing guidance and expertise in **Flowable BPM**, actively participating in **code reviews** and effectively **developed the medium to large-scale modules**.
- Collaborated efficiently with cross-functional teams, offering technical support, and fostering a culture of innovation and excellence in workflow design and development.

Virtusa Consulting

Senior Associate Consultant, Dubai   March 2020 - November 2022
Associate Consultant, Bangalore   May 2015 – March 2020

- Designed and implemented an Account Management, Credit Card, Home loan and Personal Loan application from scratch using **Spark UI Toolkit**, focusing on decision table, tree, and flow implementations.
- Utilized **ODM** to define rules for policies and workflows, enhancing user experience by building **Spark UI controllers**
- Worked on **SQL Queries** and **Stored Procedures** to enhance database interactions and generate tailored reports, including User Audit, Application Status, and Loan Disbursal Status, utilizing stored procedures.
- Utilized **Event Gateways** and **Message Events** to enable customer notifications and reminders.
- Worked on **communication channel modules**, including email notifications, SMS (in Bi-Lingual format), and OTP
- Successfully integrated APIs into **BPM Atomic Services**, and leveraged **IID** for BPM and external service integration
- Involved in **migration projects**, devising strategies, and overseeing system implementation for seamless transitions.
- Assumed **full ownership of end-to-end development** and deployment of the applications, including requirement gathering, client collaboration and technical documentation.