# Maulik Mukund Shah

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Delivering Enterprise & Low code Platform Solutions | Application Support | CI/CD | Cloud Migrations |Automation | SPOC for mission-critical systems & production stability| Ensuring secure, scalable, high-availability enterprise solutions| Leader in incident management & application resilience | Driving production stability across global enterprise systems| Expert in high-priority incident resolution & support

**Work Experience** - LTIMindtree - 2011 – 2025| 13.7+ Years | Specialist Software Engineer | Sr. Software Engineer | Software Engineer | Associate Software Engineer | Associate Software Trainee

**Skills** Power Platform, C#, VB.net, Power Automate, Power Apps ,Azure, Dataverse, JAVA, Smart sheet, Citrix XenApp, Dataverse, Thomson Reuters Elite, Hyperion – Metastorm, Postman, XRM Toolbox, ,SQL Server, Oracle, Restful APIS, GIT Hub , Workday , Peoplesoft ,System Architecture Design Documentation , VISO, Plant UML , JIRA,Confluence,JD-GUI,IntelliJDecompiler,PowerBI,PowerQuery,DAX,JIRA,Kanban,MIRO,GITHub Actions , Git

## Certifications

Learnings and Trainings: Microsoft Learn | Level 9 |63 Badges and 12 Trophies | MaulikSHAH-9347

## Projects

- **Informatica MDM – Aviva Insurance (2024–2025)**: Reverse Engineering Architecture |Tools - Java, Oracle, Informatica IDCM, Restful APIS, System Architecture Design, Documentation (MS Work VISO, Plant UML, JIRA Confluence, JDGUI, IntelliJ Decompiler, batch files
- **Jencap Insurance** (2024): Solutioning | Tools - MS Access, SQL Server, MS Excel, .net, VISO, Power Bi, Query, JIRA, Confluence
- **Client Onboarding Experience System (2023–2024): Automation** | Tools - Microsoft Power Apps, Power Automate, Dataverse, Azure Devops, XRM Toolbox and Fetch XML, Plugin Registration, Custom Connectors, Postman, Salesforce Connectors, Microsoft Dataverse connectors, REST API, SOAP API, SharePoint, C#, .net, Kingsoft SSIS Integration Toolkit, Dynamics 365 Sales, Power Bi
- **Invoice Request & Intake Tools (2019–2023): Standardization** | Tools - MS Access 2016, WSDL, Office365, VBA, VB.net, SQL SERVER 2014, SQL Server 2019, Citrix Xen app servers, Windows 2019, RPA Blue Prism, Oracle EXACC upgradations, Power Automate, Power BI, SharePoint
- **Clearing House (2011–2022): Stability** | Tools - MS Access 2016, WSDL, Word VBA, VB.net, SQL SERVER 2012, SQL Server 2019, Office 365, SOAP API, REST APIS, LDAP API, UNQORK APIS, C#, VB.NET Service Now, Service Desk, Git
- **Open Tax Payables (2012–2022): Compliance** | Tools - VBA, MS Access 2003, MS Access 2010, SQL SERVER 2000, SQL Server 2012, SQL Server 2014, Service Now, Service Desk, C#, JIRA, Clear Quest, Git, bitbucket
- **WinCert – RRD (2012–2022): Efficiency** | Tools - C#, VB. Net, Oracle, Excel, VBA
- **Online Tools Suite (2016–2022): Integration** |Tools HTML, PHP, MS Office 2016, Office 365, MS WORD 2016, MS ACCESS 2016, WINDOWS Server 2012, 2019, SQL Server 2012, SQL Server 2019, Service Now, Service Now, Confluence, Bitbucket.
- **Metastorm (2016–2022): Process Optimization** BPM Workflows |Tools OpenText, Java script, SQL
- **Sales Compensation & Incentive Program (2017–2019): Analytics** | Tools MS Access, Ms Excel, Oracle Hyperion, Outlook, Windows 7 to Windows 10 Migrations, SQL, Bit Bucket, Git Hub, C#, Service Now, Service, Anaplan
- **CAR – Wholesaler Enhancement (2012): Development** |Tools used MS Word VBA, Excel VBA, MS Access 2003, Java, Dot creations, DocuSign workflow

## Career Achievements

- 2017 – 2025: Modernization
- 2016 – 2020: Optimization
- 2011 – 2016: Transformation

## Awards

Shooting star award 2023 | Recognized for outstanding performance and delivery excellence
Stalwart Award  2022   | Awarded for reliability, leadership, and consistent high performance.
Above & beyond award 2020 | Recognized for exceptional commitment and going beyond role expectations.
Star Award & Cash Award for Most Valuable Resource 2019 | Honored as the most valuable team contributor, awarded Star & Cash.
Most Valuable Award 2017-2018 | Recognized as the most valuable contributor for two consecutive years.
Achiever of the month 2015 | Awarded for consistent results, productivity, and meeting goals.
Best process compliant project 2013 | Recognized for leading the best process-compliant project delivery.

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## Experience Summary

I worked with LTIMindtree since June 2011 progressively evolved with responsible professional positions across India and North American Continent. Initiative-taking and results-driven IT professional with over 13.7 years of hands-on experience in enterprise application support, end-to-end software development, and technology integration initiatives across a wide range of business domains including finance and insurance sectors. Adept at driving high-impact projects and aligning technology solutions with organizational goals to support digital transformation and long-term growth.

Recognized as a dependable Single Point of Contact (SPOC) for mission-critical production systems, with a strong ability to lead and coordinate across cross-functional teams comprising developers, QA analysts, business stakeholders, and infrastructure specialists. Demonstrated expertise in managing application stability, resolving high-priority incidents, and delivering secure, scalable, and high-performance solutions in fast-paced and high-availability environments.

Highly proficient in programming and experienced in developing enterprise-grade software, performing root cause analysis, resolving complex system issues, and enhancing overall service reliability. skilled at gathering and analyzing business requirements, architecting software solutions, and implementing continuous integration/continuous delivery (CI/CD) pipelines to streamline development cycles and reduce operational overhead.

Demonstrated focus on customer service, quality assurance, and process improvement. Adept at building strong stakeholder relationships, coaching team members, and contributing to a culture of accountability and excellence.

My roles across the LTIMindtree with Over 13.7 years(s) experience across are as enlisted below.

## Specialist Software Engineer, Canada   2017 - 2025

- 7+ years onsite client location in application development, configuration, Maintenance, and support.
- As a certified **SAFe Scrum Master 6.0**, I have a strong foundation in Agile principles and methodologies fostering effective team collaboration and continuous improvements within the teams. My experience includes working with cross-functional teams to build, test and deploy applications with business objectives.
- **SPOC** for multiple applications at the client location providing tier2 and tier 3 support to users and also leading requirement gathering, design, development, and production support for applications using technologies **like C#, VB.net, Power Automate, Power Apps ,Azure, Dataverse, JAVA, Smart sheet, Citrix XenApp, Dataverse, Thomson Reuters Elite, Hyperion – Metastorm, Postman, XRM Toolbox, ,SQL Server, Oracle, Restful APIS, GIT Hub , Workday , Peoplesoft ,System Architecture Design Documentation , VISO, Plant UML , JIRA,Confluence,JD-GUI,IntelliJDecompiler,PowerBI,PowerQuery,DAX,JIRA,Kanban,MIRO**

- Seek out new ideas, identify trends and explore new technologies to achieve development needs.

Key responsibilities include:

- **Project Leadership in Development & Support:** Led end-to-end development, maintenance, and production support initiatives across multiple projects, managing cross-functional teams ranging from 3 to 15 members.
- **End-to-End Project Lifecycle Ownership:** Spearheaded both CTB (Change the Business) and RTB (Run the Business) initiatives—engaging in requirements gathering, client workshops, business analysis, POCs, effort estimation, implementation planning, and successful production rollouts.
- **Strategic Technical Decision-Making:** Led critical discussions with CTB/RTB teams and stakeholders, providing sound architectural and logical decisions during application development, infrastructure migrations, and incident resolutions.
- **Project Implementation & Delivery Management:** Directed full-cycle delivery of CTB and RTB projects, ensuring strict adherence to implementation timelines, production readiness, and business continuity through robust release plans and resilience testing.
- **Operational Efficiency Improvements:** Identified high-effort manual processes within RTB workflows and implemented automated, feature-rich solutions—achieving a 30–50% reduction in operational workload.
- **Stakeholder Communication & Reporting:** Regularly communicated technical analysis, project status, and key metrics to client managers through clear, concise verbal and written reports.
- **Issue Resolution & Risk Mitigation:** Proactively addressed and resolved application-level discrepancies, enhancing overall system reliability and minimizing risk exposure.
- **Team Coordination & Daily Reporting:** Maintained daily reporting structures, aligning team activities and updates with project goals and timelines.
- **Client Engagement & Satisfaction:** Built strong client relationships by understanding their business needs, delivering regular progress updates, and providing high-quality support.
- **Upgrade & Migration Management:** Led critical software, OS, and application migrations with zero impact on downstream systems, while coordinating with cross-functional teams to ensure seamless transitions.
- **Support Automation & Optimization:** Designed and deployed automation strategies for support operations, reducing manual efforts by up to 50% and improving SLA compliance.
- **Tier 3 Production Support:** Delivered permanent fixes for recurring issues, decreasing annual production support tickets by approximately 30% and improving overall system stability.
- **Knowledge Transition & Documentation:** Successfully managed knowledge transitions and project handovers, receiving client accolades for comprehensive documentation and smooth onboarding.

## Sr. Software Engineer   USA and Canada   2016 - 2017

Deployed to high-profile client locations across the USA and Canada to lead project monitoring, provide technical development support, and enhance overall business application experiences. Operated as both a hands-on technical lead and an on-site coordinator, ensuring seamless execution of development, migration, and enhancement initiatives.

**Key Responsibilities:**
- **Project Leadership:** Oversaw daily and weekly progress of development and support activities, ensuring milestone adherence with agile teams of 3–5 members.
- **Tier 3 Technical Support:** Delivered expert-level support for complex technical issues, assisting developers with troubleshooting and solution implementation.
- **Functional Documentation:** Designed and maintained detailed documentation for application workflows and functional logic to support ongoing development and transition.
- **Client Transition Management:** Orchestrated the successful migration of multiple business applications to consolidated platforms, working closely with client stakeholders.
- **Stakeholder Engagement:** Facilitated technical overview sessions and served as the key point of contact for project discussions and decision-making.
- **On-Site Coordination:** Acted as module lead and on-site coordinator during mission-critical transitions, ensuring smooth handovers and consistent

delivery.

- **System Enhancements:** Spearheaded enhancement projects, including a major upgrade of ~750 PHP-based sites from Internet Explorer 10 to Microsoft Edge.
- **Deployment Planning:** Created and executed deployment and release implementation plans for production rollouts.
- **Infrastructure & Platform Migrations:** Led and supported multiple migration initiatives including SQL Server upgrades, Citrix infrastructure transitions, Oracle DB migrations, and Windows 7 to Windows 10 OS upgrades.

## Software Engineer   Bengaluru (Bangalore) 2015 – 2016

Collaborated closely with client teams to support daily application maintenance, incident resolution, and platform migration tasks. Functioned as a key contributor in resolving application defects, participating in environment upgrades, and ensuring application readiness for testing and deployment.

**Key Responsibilities:**

- **Client Collaboration:** Worked directly with clients to triage, analyze, and resolve application defects and support tickets daily.
- **Incident Analysis & Documentation:** Created detailed requirement understanding documents for incidents requiring code-level intervention and fixes.
- **Issue Resolution:** Served as the primary resource for diagnosing and resolving incident tickets through hands-on code changes in the client environment.
- **Testing & QA Support:** Conducted unit testing of fixes and addressed defects raised by QA teams to ensure application stability for UAT phases.
- **Knowledge Transfer:** Participated in detailed knowledge transition sessions led by client subject matter experts to understand application functionality and architecture.
- **SQL & OS Migrations:** Completed 5 successful SQL Server migrations across service centre applications and supported application compatibility testing during Windows 7 to Windows 10 OS upgrades.

## Associate Software Engineer Pune 2013-2015

Contributed to application maintenance, client-facing enhancements, and migration initiatives within the Service Centre environment. Delivered technical solutions to improve operational efficiency and reduce manual effort through automation and code-level improvements.

**Key Responsibilities:**

- **Client-Facing Analysis & Enhancements:** Collaborated directly with end-users to analyze issues, implement code-level fixes, and deliver enhancements on applications managed under the Service Centre.
- **Incident Management & Change Requests:** Routinely resolved incidents, implemented change requests, and enhanced application functionality through structured design and code improvements.
- **Root Cause Analysis (RCA) & Documentation:** Authored detailed root cause analyses and resolution guides to support incident tracking and enable faster resolution by support analysts.
- **System & Office Migrations:** Led application upgrade efforts during platform transitions, including Windows XP to Windows 7 and MS Office 2012 to Office 2016, ensuring full compatibility and minimal disruption.
- **Reporting Automation:** Designed and deployed a custom reporting add-in, reducing manual reporting time from 30 minutes to under 5 minutes, significantly improving client reporting efficiency.

## Associate software Trainee Bengaluru, Chennai 2011

Provided foundational support for enterprise applications by analyzing service desk incidents, coordinating with development teams, and assisting clients with application issue resolution. Gained strong exposure to structured IT support models and cross-team collaboration within a service centre environment.

**Key Responsibilities:**

- **Application Knowledge Acquisition:** Participated in comprehensive knowledge transfer sessions to understand the Service Centre's application landscape and support model.
- **Incident Analysis & Client Support:** Analyzed incoming service desk incidents using application support guides and provided timely assistance to clients for issue resolution.
- **Issue Escalation & Coordination:** Liaised with development teams to escalate unresolved incidents, documenting issues with clear Quest IDs and ensuring proper tracking of tickets requiring code or database-level fixes.

## Skills Summary

| | |
|---|---|
| **Languages:** | C#, VB.NET, .NET framework, .Net, HTML, TypeScript, PHP, VB Scripting, Python, Office Typescripts, VBA /Visual Basic for Applications, Java |
| **Tools:** | Power Automate, Power Apps, Smart sheet, Citrix XenApp, Thomson Reuters Elite, Hyperion – Metastorm, SQL, Postman, XRM Toolbox, Eclipse, Oracle, System Architecture Design, Documentation (MS Work VISIO, Plant UML, JIRA Confluence, JD-GUI, IntelliJ Decompiler, Power Apps, Power BI, Dataverse, Power Platform Admin Center |
| **Cloud Platforms** | Azure |
| **CI/CD** | Azure Devops |
| **Code Repository Tools** | GitHub, JIRA |
| **Platforms:** | Microsoft Power Platform, SharePoint Service Now, JIRA, IBM Clear Quest ClearCase |
| **Database Management:** | Oracle, MS SQL, Dataverse |
| **Trainings** | Dell Boomi, Unqork, Python, Azure |
| **Badges** | **MaulikSHAH-9347 | Microsoft Learn** |

## Professional Certifications

- PL-900 Microsoft Power Platform
- Microsoft Applied Skills: Create and manage automated processes by using Power Automate
- Microsoft Applied Skills: Create and manage model-driven apps with Power Apps and Dataverse
- Certified SAFe® 6 Scrum Master
- AWS Partner: Technical Accredited
- Diploma in Python Programming from Alison
- Databricks Generative AI Fundamentals

- Databricks Lakehouse Fundamentals

Click on the above icons to know more and verify the certifications. These are credly and Microsoft verified.

## Education

| Field of Study | Bachelor's degree in computer applications (**BCA)** |
|---|---|
| College | Acharya Institute of Graduate Studied Bangalore Karnataka India |
| Year of Passing | May 2011 |

## Key Contributions Across the Years ⬆

| 2017 - 2025 | • Reduced proposal preparation time by 30% through optimized documentation workflows and reuseable templates.<br>• Enhanced stakeholder confidence by introducing clear and visually compelling system designs and workflow diagrams.<br>• Delivered value propositions that highlighted potential performance improvements resulting in increased client satisfaction and repeat business opportunities.<br>• TIER 3 Technical Support Provided technical support to developers for solving complex Issues and implementations.<br>• Standardizing the templates required in Onboarding a client using Microsoft Power Automate and Power Apps.<br>• Crafted a Generic Fetch XML Query using XRM Toolbox for Dataverse data Identification within Dataverse for Support and Development operations.<br>• Drove applications infrastructure updates for migration from SQL Server 2014 to SQL Server 2019.<br>• Performed Applications updates from MS Office 2016 to Office 365 upgradations.<br>• Drove application infrastructure updates from Citrix Windows 2012 server to Citrix XenApp Windows server 2019.<br>• Implementation of successful business resilience tests conducted post-infrastructure updates.<br>• Identified and resolved LDAP web services call failures during migrations to Dockers / Containers from applications hosted on Citrix with Windows Server 2012.<br>• Formed effective platform integration solutions between Microsoft Office application tools with JSON output, integrating UNQORK via Java REST API web services.<br>• Co-ordinated and Implemented application remediation on Office 2016 to Microsoft 0ffice 365.<br>• Drove applications infrastructure updates from Oracle 12c to Oracle 19.<br>• Conducted solution evaluations for projects with ~3K hours in development.<br>• Accelerated turnaround times during renewals for client's business teams by architecting solutions using PHP and Word.<br>• Rendered technical support across ~700 PHP business sites, including internal and external client-facing.<br>• Formulated tactical solution in partnership with RPA Blue Prism teams on projects, allowing regeneration of Certificates with required values for bots.<br>• Contribute to internal documentation such as troubleshooting checklists, and knowledge base on Confluence and<br>• Knowledge sharing sessions for various projects with Onshore and Offshore teams. |
|---|---|
| 2016 - 2020 | • Developed quick Tools for Business Operation to process nearly ~250K certificates for the Renewals with custom values and language as endorsements, with restricted Client's budget issues and quick delivery timeline. Enabled completion of exercise within 30 hours by designing and introducing a tool for automatic population and conversion of values into PDFs for distribution, leading toward record time delivery.<br>• Fixed Excel crashing issue by identifying and implementing effective solutions requiring business functionality to work.<br>• Recovered Application data across the applications 3 applications simultaneously in an Actual DR Scenario for Clearing House, Open Tax payables, QSG Tracker applications database.<br>• Steered new process definition and deployment for sales incentive and compensation programs as well as led transition from legacy technologies to Anaplan.<br>• Drive 400-hour reduction efforts annually for surplus lines business by improvising and integrating business within systems.<br>• Integrated improvements within Hyperion – Metastorm BPM and Elite |
| 2011- 2016 | • Delivered business modernization and transformation of several legacy system backends for compatibility with SQL servers, Windows Sever, OS upgradations.<br>• Enabled reporting automation and minimized reporting of manual efforts from ~500 hours annually to 50 hours.<br>• Won the Best Compliance Project Certificate<br>• Gained knowledge in implementing BAU / RTB procedures, resolving applications support tickets, and managing RTB releases for assigned projects. |

## Awards and Recognitions ⬆

- **Shooting star award** 2023
- **Stalwart Award** 2022
- **Above & beyond award** 2020
- **Star Award & Cash Award for Most Valuable Resource** 2019
- **Most Valuable Award** 2017-2018
- **Achiever of the month** 2015
- **Best process compliant project** 2013

# Project Work Experience

## Project Name: Informatica MDM - Aviva Insurance ⬆

| Start Date | November 2024 | End Date | Feb 2025 |
|---|---|---|---|

| Project Description | Conducted in depth analysis of Java based applications and integrated jobs related to the Informatica MDM, including reviewing existing codebases to identify functionalities key areas and the technical gaps and performance improvements areas. |
|---|---|

| Roles and Responsibilities | • Successfully analyzed and documented 5 JAVA projects with an estimated effort of including other dependencies, integrations ensuring precise technical and resources planning.<br>• Collaborated with Cross functional teams to understand client requirements and align them with technical Capabilities and project feasibility.<br>• Prepared comprehensive technical documentation, including system design, workflow diagrams and feasibility reports to support Project proposals.<br>• Assisted in drafting and presenting detailed project bids and ensuing alignment with customer expectations and timelines.<br>• Leveraged expertise in software architecture and development methodologies to highlight potential solutions and value propositions for clients<br>• Played a key role in ensuring technical soundness and competitive positioning in project bidding processes. |
|---|---|

| Tools and Technologies | Java, Oracle, Informatica IDCM, Restful APIS, System Architecture Design, Documentation (MS Work VISO, Plant UML, JIRA Confluence, JDGUI, IntelliJ Decompiler, batch files |
|---|---|

## Project Name: Jencap Insurance ⬆

| Start Date | Sept 2024 | End Date | Nov 2024 |
|---|---|---|---|

| Project Description | Project involved in designing comprehensive quick utility for Insurance Agents managing insurance policies, risk assessments EIFS CONTRACTORS PROGRAM Quote Generators which would leverage as a quick tool for turning a prospect into a client. |
|---|---|

| Roles and Responsibilities | • Played the role of Project Lead.<br>• Engaged in comprehensive solutioning of the application, workflows, and technical intricacies with team.<br>• Engaged with the Client teams for Client requirements.<br>• Implementation of workflows modules requiring the Risk assessment and Quote generation templates based on State specific requirements for USA.<br>• Automatically generates and updates project related documents including policies and risk reports and compliance programs.<br>• Created forms for data inputs, ensuring accurate and structured data collection.<br>• Designed dynamic dashboards for real time analytics and reporting.<br>• Worked on Day-to-day defect solving activities, change request and enhancement through code fixing and designing.<br>• Automated manual processes, reducing errors and saving critical time in managing insurance workflows.<br>• Developed custom power BI dashboards to display metrics, claim statuses connected to the SQL data resources for real-time updates.<br>• Cleaned and reshaped the data form SQL to ensure consistency.<br>• Created calculated columns and measures for risk scoring, premium aggregation and compliance.<br>• Included slicers and filters for users to interact with the data and drill down into specific details. |
|---|---|

| Tools and Technologies | MS Access, SQL Server, MS Excel, .net, VISIO, power bi desktop, Query. |
|---|---|

## Project Name: Client Onboarding Experience System ⬆

| Start Date | Sept 2023 | Team Size | 6 | End Date | Sept 2024 |
|---|---|---|---|---|---|

| Project Description | Client Onboarding Renewal Experience is a SAAS solution developed on Microsoft tech stack containing a series of Low-Code/No-Code capabilities including application development, workflow, process automation. Power Platform Admin Center<br><br>CORE platforms enable the Client Onboarding Team to facilitate the client onboarding to Marsh. This application is a Tier 1 application in the for Marsh and is being used by colleagues globally. Marketing and Sales funnel that enables Leads to be converted to Clients. The Client Onboarding and initiation within the ecosystem is an elaborate and intensive process that will now move from the Sales team into Operations, allowing the Sales team to focus on more conversions. The Client Onboarding and engagement will start in the CRM system and then flow into CORE when the account moves from Prospect to Client. All the data movement within the application is through services/Azure Functions in JSON format |
|---|---|

| Roles and Contribution | • Played the role of Project Lead<br>• Engaged in comprehensive knowledge transfer sessions with Outgoing teams to acquire in-depth understanding of the application, workflows, and technical intricacies with team.<br>• Developed power automate flow for Canvas Application requiring for the Onboarding<br>• Used custom connectors within the Power Automate Workflows to facilitate REST API Calls, enhancing integration capabilities and workflow automations.<br>• Involved in upgrading, maintaining, and support of the Canvas Application.<br>• Defined and managed Dev, Test, and Prod environments<br>• Analysis of power automates flows error and fixing the issue simulating in a non-production environment.<br>• Performed technical data migration using the Configuration Management Tool (CMT) from one environment to another. |
|---|---|

- Identified an issue related to the Salesforce triggers, submitted a detailed issue to Microsoft along with the steps of reproduction and impact assessment, engaged with Microsoft teams and conducted in depth investigation, implemented workaround solutions to mitigate the impact of identified issue on functionality.
- Created and managed environment variables in Dataverse to support dynamic values (e.g., API URLs, SharePoint site links).
- Defined and reused connection references across environments for Power Automate flows and custom connectors.
- Utilized GitHub as a version control system and code repository within Visual Studio for efficient source code management and collaborative development.
- Used unmanaged solutions in DEV for iterative development.
- Configured and Managed Azure Devops pipelines to automate the deployment of Power Apps and Power Automate solutions.
- Assigned users to appropriate Business Units.
- Configured Security Roles, Teams, and Hierarchy Security based on department and role requirements.
- Applied Dataverse field-level and record-level security.
- Used Azure Key Vault to securely store and reference secrets like API keys and client secrets across environments.
- Prepare the Deployment Implementation documentation for Production release required for release.
- Implemented deployments of PowerApps and Power Automate solutions utilizing Azure CI/CD pipelines for streamlined and automated release Processes.
- Analyzed the existing SSL certificate configurations and identified the certificates requiring renewal and replacement within Azure.
- Uploaded the renewed SSL certificate to the Key vault.
- Created release implementation guides and deployment logs for each release.
- Automated pre-checks and post-deployment validations
- Conducted through Analysis of Power Automate flows to identify inefficiencies, errors, and potential improvements.
- Examined connector configuration and API integration to troubleshoot issues and errors.
- Reviewed flow logic, conditional statements, and data manipulation actions to ensure correct behavior.
- Optimization of Power Automate flow as per requirement.
- Created a standardized Fetch XML query utilizing XRM Toolbox to streamline data identification within Dataverse for Support Operations.
- Analyzed issues incident tickets and provided fixes and resolutions, documented regular incidents, and passed it to team members.
- Participate in team meetings, knowledge-sharing sessions, and ongoing training activities.
- Provide the Monthly Incident reports

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| **Technology & Tools** | Microsoft Power Apps, Power Automate, Dataverse, Azure Devops, XRM Toolbox and Fetch XML, Plugin Registration, Custom Connectors. Postman, Salesforce Connectors, Microsoft Dataverse connectors, REST API, SOAP API, SharePoint, C#, .net, Kingsoft SSIS Integration Toolkit |
| **Key Achievements** | - Standardizing the Onboarding process for the client across geographies.<br>- Addressed Flow suspension (Due to License plan) by Optimizing Custom Connector API<br>- Crafted a Generic Fetch XML Query using XRM Toolbox for Dataverse data Identification within Dataverse for Support and Development operations. |

# Project Name: Invoice Request and Intake Tools ↑

| **Start Date** | November 2019 | **Team Size** | 5 | **End Date** | October 2023 |
|---|---|---|---|---|---|

| | |
|---|---|
| **Project Description** | The Invoice Request and Intake Tool application is used to support the standardization of invoice requests submitted to the Client Support Services teams. The objective of the application is to reduce the amount back and forth by including 'sign-off' within the tool. Eliminates manual touch points and bottlenecks with signatures and approval phases, Standardize the information received by the Operations Specialists to improve timeliness of invoice generation by eliminating ambiguity of requests ,Improve accuracy and provides insight into quality with built in validations and audit reports, Allow for the tracking and reporting of overall performance against target Service Levels through centralized data capture, Creates consistent service experience for both the Client Service Team and Marsh clients Tool is used across ~ 950 users. |
| **Roles and Contribution** | - Played the role of Project Lead.<br>- Involved in upgrading, Maintaining, and supporting the application.<br>- Involved in Knowledge transfer session from client Subject Matter expert.<br>- Provided RTB support to Business teams and resolved the issues based on priority within the SLA.<br>- Worked on Day-to-day defect resolutions activities, change request and enhancement through code fixing and designing.<br>- Interacting with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system.<br>- Perform advanced troubleshooting and root cause analysis on software defects and Identify system issues.<br>- Involved in Migration from Citrix Servers 2012 2019<br>- Migration to Office 2016 and From Office365<br>- Enhancements and New Feature Integrations with other systems.<br>- Integration of RPA BluePrisim Bots<br>- Upgrading the AD Webservice dynamic linking libraries Security to TSL2<br>- Involved in DR Planning Strategy and execution of Functional DR testing.<br>- Involved with POC Creations.<br>- Quick Resolutions to Incidents tickets by providing work arounds and long-term fixes.<br>- Integration with RPA BoT processes.<br>- DR Server Migrations/ Upgradations.<br>- Participate in global team meetings, knowledge-sharing sessions, and ongoing training activities.<br>- Developed a POC for Solutioning the Upload and Download of the Invoicing documents using the Power Automate and Power App and SQL Server to SharePoint, The Requests submitted from the Power Apps with the relevant details, then reading the details submitted using the Power Automate Data flow , then Creating a folder on the Drive at runtime for the relevant worksheets information and uploading the document to the One Drive , Storing the uploaded information on the database , then Integrating with the application to download the relevant documents for each associated Invoice Worksheet processing. |
| **Technology & Tools** | MS Access 2016, WSDL, Office365, VBA, VB.net, SQL SERVER 2014, SQL Server 2019, Citrix Xen app servers, Windows 2019 , RPA Blue Prism , Oracle EXACC upgradations, Power Automate, Power BI, SharePoint |
| **Key Achievements** | Auto Save Features on the Tools.<br>Integrations of RPA BOTs |

# Project Name: Clearing House

| Start Date | December 12,2011 | Team Size | 8 | End Date | May 31 2022 |
|---|---|---|---|---|---|
| **Project Description** | Clearing House is a Standalone MS Access application used by Surplus lines department inside Marsh business. Every Surplus line placement must have a licensed broker. This tool is mainly used by 50 users to assign licensees to states where it is determined a surplus lines licensed broker is required. | | | | |
| **Contribution** | <ul><li>Subject Matter expert on the application.</li><li>Provided application support, analyzed production tickets and documented resolutions for recurring issues and provided a work arounds and a long-term resolution.</li><li>Involved in upgrading, maintaining, and supporting the application.</li><li>Developed new features within the Application like automated Importing of Placement data and assignment of Licensees,</li><li>Worked to Migrate from MS Access to SQL migration.</li><li>Involved in Design, Stored procedure creation.</li><li>Worked on Day-to-day Incident resolutions, Production support activities, change request and enhancement through code fixing and designing.</li><li>Migration from MS Access 2003 to MS Access 2010 on 32 Bit and 64-bit Windows Systems</li><li>Interact with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system and identify recurring issues and implementing corrective actions or long-term fixes.</li><li>**Implementation of Automation of Data Importing queue and reducing ~300 Manual Business Effort Hrs using SQL and VBA**</li><li>**Developed SQL stored Procedures, Functions and Views**</li><li>**Implemented of Pending cases forms in the MS ACCESS Application by developing both UI and backend (SQL Server**)</li><li>**Implemented Active Directory authentication by consuming REST API Webservices**</li><li>Migration from SQL Server 2012 to SQL 2019</li><li>Migration to Office 365.</li><li>Handled actual Business Resilience scenarios.</li><li>**Successfully Integrated with Low code platform Unqork API services with the MS ACCESS Front end Application requiring to Send JSON Response back to API Services**</li><li>**Successfully Integrated with UNQORK and ACTIVE DIRECTORY JAVA REST WEB API Services from the application to post relevant information to Market Analysis and Report Tool by creating an.NET Wrapper COM Callable DLL and creating Microsoft Installer.**</li><li>Resolved incident production annually Service Desk incident tickets and provide Monthly SLA reports and</li><li>Documenting Sev1 - Sev 5 Root causes analysis by coordinating relevant teams like Database, infra team, Networking team, Application Engineering Services team and application developers.</li><li>SLA Reporting.</li></ul> | | | | |
| **Technology & Tools** | MS Access 2016, WSDL, Word VBA, VB.net, SQL SERVER 2012, SQL Server 2019, Office 365, SOAP API, REST APIS, LDAP API, UNQORK APIS, C#, VB.NET Service Now, Service Desk, Git | | | | |
| **Key Achievements** | <ul><li>Implemented a feature which the user can add data, table rows in a protected document and converting it to a PDF file at Run time</li><li>Automated Import TKDF Job developed and reduced ~300 Manual Business Effort Hrs</li><li>Integration of SOAP WEB Services Calls by creating a .net Wrapper DLL to enable calls between Microsoft Office and API Services</li></ul> | | | | |

# Project Name: Open Tax Payables

| Start Date | January,2012 | Team Size | 6 | End Date | May 31 2022 |
|---|---|---|---|---|---|
| **Project Description** | Open Tax Payables application used for Surplus lines operations. OTP has a front end in MS Access 2003 and back end stored on a SQL Server 2012 database. OTP is primarily a workflow management tool which is designed to help its user process tax line items and accomplish all steps that are required for the complete processing of each tax item. | | | | |
| **Role & Contribution** | <ul><li>Involved in data Migration from different sources.</li><li>Perform weekly update process manually to update OTP database from BASYS system using IBM iSeries Emulator (Mainframe Tool)</li><li>Running scripts on Production database to check for new departments every week.</li><li>Data validation and Verification pre and post Data load operations</li><li>Upgrade from Manual Upload to ETL by identifying key Data flow process and rules and validation process required for processing.</li><li>Integration with REST API AD WEB Services.</li><li>Provide Tier 3 Support for the applications and resolve the issues within SLA .</li><li>Interacting with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system</li><li>Work on different Analysis and changes directly with customers.</li><li>Migration from MS *Access 2003 to MS Access 2010*</li><li>Executions of the Batch process</li><li>Conduct Analysis and Identify fixes and resolve the Production Incident reported on JIRA and Service Desk and Service Now applications</li><li>Zero UAT Defect deployments under the tenure.</li><li>Analyzed issues incident tickets reported by Business users and provided fixes and resolutions</li></ul> | | | | |
| **Technology & Tools** | VBA, MS Access 2003, MS Access 2010, SQL SERVER 2000, SQL Server 2012, SQL Server 2014, Service Now, Service Desk , C# ,JIRA, Clear Quest ,Git, bitbucket | | | | |

# Project Name: WinCert -RRD

| Start Date | January,2012 | Team Size | 9 | End Date | May 31 2022 |
|---|---|---|---|---|---|
| **Project Description** | WinCert is a windows-based application build on C# dot net and Oracle backend that maintains certificates, master's and holder for clients in database. This program enables us to create and renew the certificates of insurance. WinCert issues certificates. RRD has PQM servers (Print Queue Manager) at seven locations. RRD processes these Certificates with the help of PQM, which are then divided into batch files and .rpt files. After this, Send N Receive (SNR) process is carried out with the help of which these .7z and .rpt files are placed into the RRD FTP folder. Then, RRD prints these certificates and sends them to the recipients.<br>A tool for processing the reports associated with WinCert was developed. The processing of the reports would include formatting and processing of the bad certificates by executing a few queries to respective 7 databases, then and emailing them to the business. This process of automation has reduced manual errors and effort. The total time for processing is completely reduced when compared to manual processing of these reports. | | | | |

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| **Role & Contribution** | • Developer of the Excel Add-In to extract the email attachments and store on the local user machines and generate the report that has been processed by the application by Querying through 7 different Servers and compare it with the reported with the Vendors reports. Identify missing certificates and send them for reprocessing.<br>• Monitoring the certificates processing across different servers.<br>• Processing the Bad files reported by the Vendor teams and notifying the stake holders of the reprocessed certificate.<br>• Conception of BOT Automation of RRD processing<br>• Self-initiated automation to reduce the manual task.<br>• Integration with LDAP Active Directory<br>• On Premise to Cloud Migration |
| **Technology & Tools** | **C#, VB. Net, Oracle, Excel, VBA** |
| **Key Achievements** | Achievement - we have reduced the time consumed for reporting from 40 *mins to 5 mins* |

## Project Name: Online Tools Suite ⬆

| **Start Date** | December 2016 | **Team Size** | **9** | **End Date** | May 31 2022 |
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| **Project Description** | Online portal that allows colleagues to transact with service providers around the Client network. Major services include: - Loss Data Service Center (LDSC)- Premium Finance Service Center- Flood Service Center- International Package Plus- FINPRO SAFE Facility- San Antonio CBC (Commercial Business Center)- Server<br><br>The Online Tools Suite Portal consists of 750 Sites which involve different LOB's.<br><br>The portal is used by both Client and Client's External Organizations |
| **Role & Contribution** | • Involved in upgrading, Maintaining, and supporting the application.<br>• Involved in Knowledge transfer session from client Subject Matter expert<br>• Worked on Day-to-day defect solving activities, change request and enhancement through code fixing and designing.<br>• Interacting with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system<br>• Integration with RPA BOT process to reduce Manual Work.<br>• Migration of servers PHP servers<br>•  Implementation of Drag and Drop features on certain sites.<br>• Involved implementing Data Privacy Compliances needs set by Client Organizations<br>• Rebranding of Sites.<br>• Migration / Upgradation from IE to Edge.<br>• Provide Tier 3 Production support and CTB Support for ongoing enhancements to the project.<br>• Conduct Analysis and Identify fixes and resolve the Incident reported on JIRA and Service Desk and Service Now applications |
| **Technology & Tools** | **HTML, PHP, MS Office 2016, Office 365, MS WORD 2016, MS ACCESS 2016, WINDOWS Server 2012, 2019 , SQL Server 2012, SQL Server 2019 , Service Now, Service Desk, Service Now,  Confluence, Bitbucket** |

## Project Name: Metastorm ⬆

| **Start Date** | December 2016 | **Team Size** | 5 | **End Date** | May 2022 |
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| **Project Description** | Metastorm is a third-party Business Process Management module that integrates into the Thomson Reuters Elite platform. Metastorm allows MRC to create forward looking wizards to "fill in the form" digitally, create email notifications and store forms (such as scanned, signed Statements of Work). In addition, Metastorm provides an audit trail of every step in the workflow process, and Metastorm out of box dashboard can be created for different levels within the organization to identify (and correct) bottlenecks in the process. By implementing Metastorm, positive results include improved efficiency; expedited approval times, reduction in errors associated with manual data entry, and reduced costs. |
| **Role & Contribution** | • Single point of contact for Application support and Maintenance Operations at the client location.<br>• Providing Access to the Client users of the application<br>• Mitigated issues reported through Service Desk Incidents by Business users<br>• Performed functional updates on the BPM flow to enhance the Business Process as per Business requirements<br>• Performed Currency Rates Updates in the system Annually using the SQL Queries and executing SQL Batch jobs during off Business hrs.<br>• Performed the SQL Server Migration.<br>• Monitoring Application Availability.<br>• Ran Quarterly User Validation Reports.<br>• Identified continual Operations requiring continuous support assistance, developed and documented the SQL Queries for support operations.<br>• Provided Tier 3 Support |
| **Technology & Tools** | **OpenText, Java script, SQL** |

## Project Name: Sales Compensation and Incentive Program ⬆

| **Start Date** | March 2017 | **Team Size** | 3 | **End Date** | March 2019 |
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| **Project Description** | Sales Compensation is a major component of Total Compensation for many colleagues.  The application would administer sales compensation reports for three distinct Sales Plans that are in force in the US. The major activity of the application is to Identify the Colleagues who are eligible on the plans, calculate the commissions and Premiums across each month and derive the Compensation and Incentive letters generated and Published to the Users mailbox |
| **Role & Contribution** | • Involved in upgrading, Maintaining, and supporting the application.<br>• Extract Revenue Master Data for the reports uploads from various systems by using Hyperion queries,<br>• Extract Workday PeopleSoft files of the employees using Oracle Hyperion<br>• Execution of the SCIP Attribution process that is matching the Revenue Opportunities and the SCIP Opportunities Colleagues through the SCIP Attribution Tool<br>• The SCIP Attributed colleagues and Revenue have been identified, the data is then loaded to a SCIP Tactical for Report generations each week. |

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| | • Worked on Day-to-day defect solving activities, change request and enhancement through code fixing and designing.<br>• Interacting with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system<br>• Involved implementing Data Privacy Compliances needs set *by Client Organization*<br>• Understood the Business process in details and Plan calculation details and fixed a Major issue on the Compensation calculation where the Revenue is brought in by 3 or 4 Colleagues.<br>• Execution of the reports each week rectifying any issues related to each SCIP Plans before publishing the Reports to each Qualified Business User on a Quarterly Processes.<br>• Documented the whole Process and lead to a successful Transition from the Current Process to the Anaplan System.<br>• *Migration to Anaplan* |
| **Technology & Tools** | MS Access, Ms Excel, Oracle Hyperion, Outlook, Windows 7 to Windows 10 Migrations, SQL, Bit Bucket, Git Hub, C#, Service Now, Service Desk, Anaplan |
| **Key Achievements** | *Analyzing and Solutioning of major issues observed in MS Excel windows 7 to Windows 10 Migration.*<br>*Migration to Anaplan* |

# Project Name: Client Agreement Registrar – Wholesaler Enhancement ⬆

| **Start Date** | October 2012 | **End Date** | December 2012 |
|---|---|---|---|
| **Project Description** | The Client Agreement Registration tool enables CE's / Client teams to create CSA's/ EL's and other types of Agreements using the standard forms.<br>Client Service Agreement: This is the legal agreement, which is generated by CAR application, and signed by client as a proof for the business Marsh and Client.<br>Engagement Letter: This is an agreement which is sent to the client as proof of the engagement taking place between Marsh and the client. Eng Letter is generated when the client requires time and is supposed to get back to Marsh with for further business.<br>The system will produce final approved CSA/EL's editable MS Word documents. CE's and those authorized will be able to view and download C for review anytime from within the system for review with client. The tool provides the ability for Amendments and Renewals. The tool capt fields and data for facilitating all financial, compliance and management reporting and downstream application integration needs. Along agreement a transmittal form is generated which has a summary of the agreement. This Transmittal Form is circulated within Marsh and is internal purposes. CAR is an online application where users can enter data in the form online and generate the documents. | | |
| **Role & Contribution** | • Played the role of a Developer<br>• Delivering and implementing the project as per scheduled milestones.<br>• Interacting with the onshore coordinator and clients for requirement gathering, analysis, testing and implementation of the system.<br>• Documenting, tracking, and communicating test plans/results/analysis.<br>• Coding<br>• Unit testing<br>• Creation of macro for the Report generation<br>• Creation of flowcharts for the macro's extract report | | |
| **Technology & Tools** | **MS Word VBA, Excel VBA, MS Access 2003, Java** | | |