MAULIK MUKUND SHAH

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Tech-savvy, forward-thinking with 13.7 years of experience in building, rolling out and maintaining application solutions with a focus on driving process automation and increasing overall efficiency. Proven track record of anticipating, identifying and resolving complex issues and defects. Adept at rolling out process improvements, introducing new features and delivering ongoing Tier 2 and Tier 3 Production Support, and increasing application availability across fast-paced production environments.

Work Experience

LTIMindtree

Specialist Software Engineer   2017 – 2025 | Canada

- Business Analysis & Process Flow Development: Collaborated with stakeholders to gather requirements, analyze processes, and design efficient workflows for improved service delivery.
- Solution Advisory: Provided strategic recommendations for system enhancements, modernization, and architecture redesign.
- Timely Delivery & Strategy Planning: Oversaw project lifecycles, ensuring timely delivery of milestones while aligning with business goals.
- Application Risk Analysis & Management: Assessed and mitigated risks associated with legacy system migrations, ensuring operational stability.
- Client Support & Service Delivery: Acted as the primary point of contact for clients, ensuring project alignment with their needs and resolving escalations effectively.
- Scrum Meeting Orchestrator: Facilitated Agile ceremonies, including daily stand-ups, sprint planning, and retrospectives, promoting team alignment and productivity.
- Proof of Concept Creation: Designed and implemented innovative POCs to validate feasibility and optimize solutions.
- Legacy Application Migration & Remediation: Spearheaded the transition of outdated systems to modern architectures, improving scalability and performance.
- Microsoft Desktop Application Support: Delivered expert-level support for .NET-based applications and other Microsoft solutions.

   Awards and Recognitions Shooting Star Award (2023) , Stalwart Award (2022) Above & Beyond Award (2020) Certificate & Cash Award for Most Valuable Resource (2017-2018)

Senior Software Engineer   2016 – 2017 | USA, Canada

- Technological Proficiency: Designed and maintained enterprise-level applications, ensuring high performance and scalability.
- Knowledge Transition: Conducted technical reviews and facilitated knowledge sharing between teams for seamless transitions.
- Data Processing & Automation: Minimized manual errors by introducing automation tools for reporting and data extraction.
- Communication: Coordinated with cross-functional teams and stakeholders, delivering regular updates and fostering collaboration.

Software Engineer   2015 – 2016 | India

- Manual Process Automation: Streamlined workflows by developing tools to reduce manual effort in data retrieval and reporting.
- Risk Mitigation: Addressed critical production issues and implemented solutions to prevent recurrence.
- **Awards and Recognitions** Achiever of the Month (2015)

Associate Software Engineer / Trainee   2011 – 2015 | India

- Business Process Flow Development: Supported client applications by analyzing business processes and identifying areas for improvement.
- Code Interpretation: Debugged and resolved issues in existing VBA and .NET applications.
- Service Delivery: Ensured high availability and stability of critical applications by implementing best practices.
  Awards and Recognitions Best Process Compliant Project Certificate (2013)

SKILLS

- C#, VB.NET, .NET framework, .Net, HTML, TypeScript, PHP Office Typescripts, VBA, Visual Basic for Applications (VBA), DAX, Java, Java script, CSS, Power Query
- Tools - Power Automate, Power Apps, Power BI, Smart sheet, Citrix XenApp, Thomson Reuters Elite, Hyperion, Metastorm, SQL SERVER, Postman, XRM Toolbox, Postman, Plant UML, VISIO, Microsoft Excel, Microsoft Word, Microsoft Power Point.
- Cloud Platforms – Azure
- CI/CD - Azure DevOps
- Code Repository Tools - GitHub
- On Premises /Cloud-based relational database Dataverse, SQL Server, Oracle
- File Based relational Database - Microsoft Access
- Non-relational database Documents, key-value, graphs
- Microsoft Power Platform – Training (PL-900)
- API Testing Postman
- Incident Management System - Service Now, CA Service Desk
- Microsoft Learn Badges

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

Education

Bachelor Of Computer Applications (2011), Acharya Institute of Graduate Studies Bangalore, Karnataka, India.

Project Name: Informatica MDM - Aviva Insurance

Role: Technical Analyst **| Start Date** November 2024 **End Date** Feb 2025 **| Team Size** 3

Project Description

Engaged in technical analysis and architecture assessment of Java-based applications integrated with Informatica MDM (IDMC) for Aviva Insurance. The focus was on identifying functional gaps, performance improvement areas, and integration touchpoints to strengthen technical feasibility and future project planning.

Tools & Technologies

Java, Oracle, Informatica IDMC, REST APIs, System Architecture Design, JIRA, Confluence, MS Visio, PlantUML, JD-GUI, IntelliJ Decompiler, Batch Files.

Contribution

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

Key Achievements

- Strengthened Aviva's project proposals by providing clear technical feasibility reports and system design documentation.
- Enhanced project planning accuracy by documenting dependencies and integration touchpoints across multiple Java/MDM systems.
- Directly contributed to successful client alignment in project bidding processes, improving delivery credibility.

Project Name: Client Onboarding Experience System

Role: Project Support Lead **| Start Date** Sept 2023 **End Date** Sept 2024 **| Team Size** 6

Project Description

Led the Development and support of a SaaS solution on Microsoft Power Platform to standardize client onboarding for Marsh, a Tier-1 global application adopted across multiple geographies. The system enabled seamless clients on boarding by integrating Salesforce CRM into COB (Dataverse) using Azure Functions and APIs, improving efficiency by shifting onboarding from Sales to Operations.

Technology & Tools

Power Apps (Canvas, Model), Power Automate, Dataverse, Azure DevOps, Custom Connectors, REST/SOAP APIs, SharePoint, C#, .NET, Postman, GitHub, XRM Toolbox (Fetch XML, Plugin Registration), Salesforce Connectors, Kingsoft SSIS Toolkit, Azure Key Vault, SSL Certificates.

Contribution

- Acted as Project Support Lead, managing delivery, team coordination, and environment strategy (Dev/Test/Prod).
- Conducted knowledge transfer sessions with outgoing teams; facilitated ongoing knowledge sharing and training.
- Designed, upgraded, and supported Canvas Apps and integrated Power Automate flows with custom connectors for REST API calls.
- Simulated flow errors in non-prod environments, performed root cause analysis, and implemented fixes.
- Used unmanaged solutions in Dev for iterative development; leveraged GitHub with Visual Studio for version control and collaboration.
- Configured and managed Azure DevOps pipelines for CI/CD, enabling automated deployments of Power Apps and Power Automate solutions.
- Created and managed environment variables, connection references, and Dataverse security roles; assigned users to business units and configured hierarchy security.
- Applied Dataverse field/record-level security and stored sensitive secrets in Azure Key Vault.
- Analyzed, renewed, and uploaded SSL certificates, automated pre-checks and post-deployment validations.
- Created deployment documentation, release guides, and logs for each production release.
- Standardized FetchXML queries with XRM Toolbox to streamline support and development data operations.
- Investigated and escalated Salesforce trigger issues with Microsoft; implemented workaround solutions.
- Analyzed incident tickets, provided fixes, documented recurring issues, and shared with team, prepared monthly incident reports.
- Participated in team meetings, knowledge-sharing sessions, and continuous training while mentoring junior members

Key Achievements

- Standardized the onboarding process globally, reducing operational complexity across geographies.
- Resolved flow suspension issues caused by license plan limitations through API optimization.
- Built a generic FetchXML framework for Dataverse, significantly improving support efficiency

Project Name: Invoice Request and Intake Tool

Role: Project Lead **| Start Date** November 2019 **End Date** October 2023 **| Team Size** 5

Project Description

Led the development, support, and modernization of a high-impact tool used by ~950 users to standardize invoice requests for Client Support Services. The system reduced manual touchpoints, improved timeliness of invoice generation, enhanced accuracy through validations and audit reports, and enabled performance tracking against SLAs via centralized data capture. It streamlined approvals with built-in sign-off workflows, ensuring consistent and efficient service experience for both clients and operations.

Technology & Tools

MS Access 2016, VBA, VB.NET, SQL Server 2014/2019, Oracle EXACC, Citrix XenApp Servers, Windows Server 2019, Office 365, WSDL, Power Automate, Power BI, SharePoint, RPA Blue Prism, REST APIs

Roles and Contribution

- Played the role of Project Lead, managing enhancements, maintenance, and RTB (Run-the-Business) support.
- Conducted knowledge transfer sessions with client SMEs; collaborated with onshore coordinators for requirements, analysis, testing, and deployment.
- Resolved priority incident tickets within SLA, providing workarounds and long-term solutions; performed root cause analysis of recurring issues.
- Handled day-to-day defect resolution, change requests, and new feature integrations, ensuring system stability and continuous improvement.
- Led migration projects, including Citrix Servers (2012 to 2019) and Office upgrades (Office 2016 & Office 365).
- Enhanced security by upgrading Active Directory Web Service DLLs to support TLS 2.0.
- Designed and executed Disaster Recovery (DR) strategies, including DR planning, server migrations, and functional testing.
- Developed POCs for new features and integrations, including automation workflows with Power Apps, Power Automate, SQL Server, and SharePoint to enable dynamic document uploads/downloads tied to invoicing processes.
- Integrated RPA Blue Prism bots to automate invoice processing workflows and reduce manual intervention.
- Actively participated in global team meetings, KT sessions, and training initiatives to ensure cross-team knowledge continuity.

Key Achievements:

- Delivered Auto-Save functionality, enhancing tool usability and reducing data loss risks.
- Successfully integrated RPA bots, significantly improving processing efficiency and reducing manual workload.
- Strengthened overall invoice process reliability, timeliness, and SLA compliance across 950+ global users.

Additional Projects

For a complete list of additional technical details and other professional projects, please visit my portfolio Projects Portfolio Maulik-Shah