

## PRIYA LULLA

www.linkedin.com/in/priyalulla | (862) 234-5132 | [priya.makhija24@gmail.com](mailto:priya.makhija24@gmail.com) | H1B VISA | I140 APPROVED

### EXPERIENCE

**Skills:** JavaScript and JS Frameworks (NodeJS/Express, React, Redux, ChartJS, Jest, Mocha, Cucumber), Python, TypeScript, SQL DBs, Linux, Grafana, Jenkins, Docker, Kubernetes, RabbitMQ, AWS

#### **Senior Software Engineer III, Core, Claims Team, IBM**

**January 2021 – Present**

- Engineered well tested web-applications, empowering institutional clients to seamlessly file insurance claims and access comprehensive claim details utilizing JavaScript, NodeJS, GraphQL, MySQL, Docker, Kubernetes
- Demonstrated strong leadership skills by mentoring junior developers, fostering a collaborative team environment, and driving continuous improvement in development processes.
- Spearheaded testing coverage for the entire claims management application to more than 75% leveraging Test Driven Development (using JEST).
- Acted as a liaison between the development team and stakeholders, ensuring clear communication of project goals, progress updates, and timely delivery of high-quality solutions.
- Created data visualization dashboards integrated with multiple RDBMS sources (IBM DB2 and MS SQL) and setup alerts using Kibana, Elasticsearch and Grafana.
- Partnered with QA to develop and integrate Cucumber JS for running BDD style integration tests reducing time for regression testing by over 95% and increasing speed to delivery.
- Engineered claims processing application with workflow automation using React/Redux and Node-RED for institutional clients and improved efficacy by ~20-25% in claims processing, including validation, verification, approval, and payment stages.

#### **Senior Software Engineer, Analytics and Insights, Claims team, IBM**

**October 2016 – January 2021**

- Directed the conceptualization, development, and launch of a job monitoring dashboard for scheduling and overseeing transform-load jobs using React Hooks with ContextAPI integrated with ChartJS and D3.js, NodeJS.
- Leveraged batch processing using Python and RabbitMQ to consume raw data and generate metrics for institutional customers in MySQL aiding in visualization of number of claims processed, approval and rejection rates, average cost per claim, and average days to settle claims.
- Designed and developed web-based claims management system for institutional clients using React, NodeJS/Express, REST APIs and SQL databases.

#### **Business Analyst, Claims Intelligence, IBM**

**January 2014 – October 2016**

- Led the data migration project from IBM proprietary DB to MS SQL Server.
- Spearheaded data-driven decision-making by analyzing complex datasets, resulting in a 15% increase in operational efficiency.
- Managed stakeholder communication, presenting findings and recommendations to 10+ key decision-makers, driving strategic business decisions.
- Architected and maintained data warehouse solutions, improving performance by 20% and ensuring scalability and reliability.
- Resolved 95% of data warehouse-related issues within SLA, providing exceptional technical support to end-users.

### EDUCATION

**Bachelor of Technology, Computer Science, Banasthali University, India**

**May 2009-May 2013**