Pratibha Aggarwal

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Professional Summary

Transformation Professional, with 12 years' of experience in Digital Transformation of Telecom and Consumer Banking functions. Currently, Leading Agile Development Team for Vodafone Digital Journey Design & development for Vodafone Group.

Previously, Technical and Solution Designer for strategic transformation & agile methodology adoption for Omni-channel application development. Technical Manager & Domain expert in Retail Banking, Fund Transfer, Cards, Ecommerce & Payments space for servicing entire lifecycle of product/customer. Consulting for business solution, optimizing the operation workflows.

- Multi-skilled professional with extensive experience in Project Management, Business Analysis, Digital solution design for API platform and delivery with an excellent record of accomplishment of managing complex functional project in various environments.
- Working as technical and solution designer for digital transformation of existing products, PoC conceptualization and helping team in implementing and updating technical documents etc.
- Following Agile Scrum, DevOps, CI/CD, Cloud practices at current project as a part of organizational cultural transformation of technical/ business units to foster digital transformation.
- Having strong analytical and problem solving skills, combined with technical expertise, position as a key player of any project team.
- API Identification and Resource Definition based on REST principles for various APIs.
- Responsible for working with other Enterprise architects for enterprise level middleware solutions.
- Always ready to take challenges and confident working with technical experts across the different industry verticals.

Technical Summary

Java/J2EE, SpringBoot, Micro service, JSON Rest API, APIM Management development, APIGEE, Open API, AWS, Kubernetes, Docker, GITHub, Maven, Kafka Confluent Rest Proxy Mongo Db, Cassandra, SonarQube, Nexus, Jenkins. Automation testing tools like Jmeter and Cucumber

Project Management, Business Analysis, Solution Designing, Automation testing

Agile Scrum, DevOps, CI/CD, IOT, Cloud practices

Professional Experience

Vodafone India Services Private Limited (1 year and 10 months)

Vodafone Digital Experience Layer (DxL) |Manager   05/2017 – Present
Digital Vodafone experience layer is designed to enable a digital workplace and empowers digital customers. MyVodafone and digital marketing channels have become the main customer acquisition and management platform. The key aim is to create a Digital eXperience Layer which provide consistency across channels by exposing rich set of Restful APIs to the digital presentation layer. It provides substantial level of performance improvement as many data elements can be stored within the coherence part of Digital Application layer. New middleware on top of its legacy IT systems. This Digital eXperience Layer accelerates the deployment of

new digital capabilities, de-coupling them from the longer and financially costly upgrade cycles for legacy billing and other systems.

Features: DevOps and Cloud Native, Omnichannel Enablement, Digital Product Catalog, Digital data store, local market and partner Integration

TOBI -Vodafone Chabot and digital agents – riding on artificial intelligence technologies – to understand and interpret a customer's query, then responds in a natural and friendly way. TOBI is a key component in digitalization strategy as it help drive efficiency in customer care operations. It offers authentication integrated journeys using the DxL capabilities towards the local backend APIs.

Key responsibilities: Responsible for Solution Design, certification and rollout of new and existing API for partners / Internal API's. Creating, Configuring, Deploying, Publishing APIs for internal and external consumer using APIGEE API Management Gateway.
Domain: Telecom
Client: Vodafone Germany

Tata Consultancy Services (6 years and 3 months)

CitiBank | Assistant Consultant   02/2013 – 05/2017
Cards, Payments, Wealth | Mobile Customer Journey & Experience
Creation of Digital Services to enable citizens to pay for city services anywhere, anytime using mobile phones or touch screen payment terminals. Citi makes digitization of services straightforward and improving convenience for citizens and businesses. Digitization enables secure identification and access control. Building and Managing the digital solution of Citi bank API Management by new / leveraging BAU of Accounts, Cards, Customers Demographics, Money Movement, Lead creation and Payment & Transfer API for Mobile Templates Management following AGILE SCRUM and DevOps methodology
Domain: Banking & Finance
Project: Enterprise service Bus (ESB)

RxCanada | IT Analyst   03/2012 – 01/2013
Key responsibilities: As a Technical lead handle project delivery and gathering and understanding requirements from onsite team. Represented off-shore team to lead activities in co-ordination with on-site delivery management team. Development/ Coding in Spring 3.2 for SOA based solution and develop full stack solutions.
Domain: Retail
Project: RX Canada Falcon development

Walgreens | IT Analyst   02/2011 – 12/2011
The Centralized Pricing Initiative is to assist Walgreen to provide automation of the pricing process of items with centralized control in diverse geographical and economic zones in US, Puerto Rico, Hawaii and Alaska. It also provides the vital marketing statistics which is used to assess current marketing strategies and plan the future ones.
Key responsibilities: Development/ Coding in JSP Servlets for Pricing based system
Domain: Retail
Project: Central pricing Initiative

KMG Infotech (8 months)

ICMR | Senior Software engineer   06/2010 – 01/2011

A web based application for ICMR Program officers (PO) to keep track of the project going under them. Project details, Budget details, Project Review committee details. The Project Investigator can submit annual report to PO approval/review. The proposals submitted by the researchers are available online for the reviewers to review shortlist them. Feedback/Corrective actions can be given by the PO to the Technical team. Project related Letters can be emailed to the designated person.

Key responsibilities: Engaged in direct client communication to understand specific business requirements and ensure satisfactory implementation and delivery. C. Design and develop full stack UI-UX solutions with high levels of customer satisfaction.

Domain: Medical

Project: ICMR AIIMS

Cognizant Technology Solutions (3 years and 3 months)

JPMC | Senior developer

02/2007 – 05/2010

The SLX application is the front end for the JPMC Securities Lending business. It has interfaces to many JPMC as well as non JPMC systems. It includes Application Transition followed by Steady State Maintenance and implementation of Enhancements.

Securities Lending Express (SLX) is the main trading front end for all loans / trades booked through JP Morgan Chase. SLX handles the entire life cycle of a loan from booking a loan, transferring assets to and getting collateral from borrower until closure of the loan.

Key responsibilities: Participate in each phase of software development life cycle including requirement analysis and development using java and J2EE

Domain: BFSI

Project: SLX Applications Enhancement, JPMC WSS NY, US

Professional Certifications

- Sun Certified Java Professional
- Oracle Certified Associate

Highlights

- Was awarded as one of the "Top 10 Best Performers" for contribution in Vodafone.
- Got Star Award in TCS for design successive releases smoothly with the help of team members.

Education

Jawaharlal Nehru Technical University

B-Tech (Electronics and Communication) || Percentage: 74.4%   2002-2006

Board of Intermediate education Andhra Pradesh

Higher Secondary Certificate || Percentage: 92.3%   2001-2002