## Shweta Patil (ID# 468028)

## Professional Summary

1. **Offshore Professional Summary**

Provided business with proactive suggestions to improve /enhance user experience and to overcome road blocks. Created self-explanatory documents for different modules and shared with the team. Been an active member during team discussions and share my understanding and knowledge with rest of the team mates. Acknowledge every emails and conversations floating from different sources and took ownership of issues. Fulfill customer expectations by working on all defects/tickets assigned to me by leads in timely manner. Providing KT to newly joined team members.

1. **Career Objective**

To succeed in an environment of growth and excellence which provides me satisfaction and self-development and help me to achieve organizational goal and personal goal.

## Employment Summary [Total Experience: 4 Years]

1. **Tech Mahindra experience**

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| --- | --- |
| **Organization** | Tech Mahindra [4 Years 1 Month] |
| **Band-Sub band/ Designation** | Software Engineer |
| **Duration** | MAY/2016 -- July/2020 |

1. **Skills**

**Cloud Computing: AWS, Azure**

**1. Certifications:**

* AWS Certified Cloud Practitioner
* AWS Certified Sys-Ops Administrator
* Familiar with Microsoft Azure fundamentals concepts
* Created AWS S3 buckets, performed folder management in each bucket, managed cloud trail logs and objects within each bucket.
* Created Highly Available Environments using Auto-Scaling, Load Balancers, and SQS.
* Created monitors, alarms and notifications for EC2 hosts using CloudWatch.
* Configured AWS Identity Access Management (IAM) Group and users for improved login authentication.
* Familiar with AWS services like EC2, S3, VPC, ELB, AutoScalingGroup, IAM, CloudTrail, CloudWatch, CloudFront, SNS, and RDS.
* Defined branching, labeling, and merge strategies for all applications in Git.
* Created CI/CD pipeline in Jenkins to automate the build process and integrated it with terraform to provision infrastructure on Azure.
* Used Ansible for configuration management on Azure infrastructure.

 

**Tools and Technologies:**

* DevOps Tools: Jenkins, Terraform, Ansible, Packer
* Version Control: Git
* Scripting: Shell/Bash
* Programming language: Java

1. **Project Details**

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| **Project Domain** | IT |
| **Project Name:** | Keystone\_Renewal\_TUS09(SQEM PMT Services) |
| **Client** | AT&T |
| **Role** | Software Engineer |
| **Organization** | Tech Mahindra |
| **Functional Skills** | Splunk, JIRA, Tealeaf, AOTS, Clarify, Sharepoint |

***a) Project Description***

SQEM Problem Management: Project in which Customers are offered different type of services like help and support, choosing of data, calling and text plans, payment of bills, adding additional features for different kind of products like wireless, wireline, U-verse and Directv via mobile app.

**b) Contribution**

Have worked on different ticketing systems like SharePoint, JIRA, AOTS, Clarify, Microcell and Metrocell. Involved in raising defects, analyzing root cause, working on them end to end. Working with internal and external back end teams to resolve the issue at the earliest. Providing KT to newly joined team members. Fulfill customer expectations by working on all defects/tickets in timely manner.

1. **Education**

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| --- | --- | --- | --- |
| Degree | Specialization | University | Year of passing |
| Bachelor of Engineering | Computers | M S Bidwe Engineering College | 10-JUN-15 |

1. **Personal Details**

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| --- | --- | --- | --- |
| **Name** | | | Shweta Patil |
| **GID No.** | | | 468028 |
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