**Shweta Mangla**

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**Professional Summary:**

* 7+ years of experience in System Analysis, Design, Development and Testing.
* Worked in development, customization, and maintenance.
* Initiated multiple SIP (Service Improvement Plan) towards Support Demand Reduction process.
* Extensive exposure on troubleshooting technical problems on applications deployed in production environment.
* Has worked in Healthcare, Driving License and Promotion domain to support and maintain application.
* Worked on .NET framework, C#.Net, ASP.net, VB.NET, Web pages, WCF, MVC, Win forms, SSIS etc.
* Excellent problem-solving and trouble-shooting capabilities.

**Key Strengths and Competencies**

* Domain Expertise in .NET Framework, C#.Net, ASP.net and VB.NET, WinForms, Web pages, WCF, AJAX, XML, HTML, JavaScript
* Support process.
* Visual Studio 2005 / 2008 / 2010 / 2012/ 2013.
* Team Foundation Server 2010/2013
* SQL Server 2008/2012, Oracle 11g, ADO.NET.
* Internet Information Services (IIS 6.0 / 7.0 / 8.0).
* Experience in coding, debugging, troubleshooting.
* Good team player, Positive, Confident, Determined to achieve

**Certification(s)/ Training(s) Attended:**

* ITIL Foundation certificate in IT Service Management
* Attended multiple Internal HP trainings for Business and Communication skills, Interpersonal Skills, Managing meetings face to face and virtual etc.

**Professional Experience:**

**DXC Technology (Formerly HPE Global soft limited) – Bangalore**

February 2010 – Till Date

Designation : Service Info Developer

Joined Hewlett Packard in February 2010 to handle Development, Support and maintenance projects. Worked in the support processes including Incident Management, Problem management, development of automation tools, etc. Contributed to Support Demand Reduction process by creating simple standalone tools to reduce tickets for various applications.

**Work Experience:**

Customer/Company/Country:Healthways / HPE / India

Project : Embrace Data Intake OPS UI

**Role** : Designing and Development.

**Duration** : December 2015 – till date

**Environment** : Net Framework 4.5.1, Visual Studio 2013, TeamFoundation Server, ASP.NET, WCF, Oracle 11G

**Description** : The Embrace Data Intake Operations User Interface (UI) is used by Healthways colleagues to configure and control the data intake process. The Embrace Data Intake system accepts membership data, pharmacy and medical claims, hospital utilization data, laboratory results and other miscellaneous data in various encrypted file formats.The Data Intake system is responsible for receiving, cleansing and normalization of the data, and then makes it available for the rest of the Embrace platform.

Data Analysts and Operations Analysts use the UI to set up the workflow for the data intake process, create and monitor standard and non-standard data quality audits, and incorporate the audits into the workflow. During execution of the data intake process, this system provides real-time monitoring capabilities.

**Responsibilities:**

* Involved in Enhancement, Coding, Maintenance and unit testing.
* Release and Deployment of the application in to User Acceptance Testing and production environments.
* Analysing and Fixing production issues.
* Handling new change requests and provided post Go-live support for the users.
* Involved in documenting Software Requirement and Specification and user manual.

Customer/Company/Country:Healthways / HPE / India

Project : Electronic Customer Profile

**Role** : Designing and Development.

**Duration** : December 2015 – till date

**Environment** : Net Framework 4.5.1, Visual Studio 2013, Team Foundation Server, ASP.NET, WCF, Oracle 11G

**Description** : The Embrace Customer Profile (ECP) is a web based intranet application used to capture and maintain Embrace contract configuration information for the Customer. The application provides a single interface to manage all contract data. This data is stored in the master database and all other systems consume this by invoking the appropriate services.

**Responsibilities:**

* Involved in Enhancement, Coding, Maintenance and unit testing.
* Release and Deployment of the application in production environments.
* Analysing and Fixing production issues.
* Handling new change requests and provided post Go-live support for the users.
* Involved in documenting Software Requirement and Specification and user manual.

Customer/Company/Country: P&G / HP / India

Project : PPT (Promotion Planning Tool)

**Role :** Technology Consultant (Bug fixing and SLA resolution)

**Environment :** Win Forms using C#

**Database** **:** SQL Server 2008 Compact Edition

**OS**  **:** Windows XP\Vista\Windows 7\Windows 8

**Duration :** Jul 2012 – November 2015

**Description:** The tool caters to creating of Promotions for P&G for its various products. The tool allows the user to select a Retailer and a product and create Promotions with various discounts and other offers for a set of Products.

**Responsibilities:**

* Requirement Analysis.
* Reviewed requirements and discussed with business for design of the modules.
* Coding
* Resolved Go-Live issues
* Regional SPOCto Understand the Business and product requirements.
* Determine root cause and recommend solution with SLA, Review and validate recommended problem fix, Production test setup, User acceptance test & Release validation.
* Involved in production deployment process.
* Problem Management.

Customer/Company/Country:P&G / HP / India

**Project :** SLATE (Service Level Agreement Tracking Engine)

Role : Bug fixing and SLA resolution

**Environment :** Win Forms using C#

**Database** **:** SQL Server 2008 Compact Edition

**OS**  **:** Windows XP\Vista\Windows 7\Windows 8

**Duration :** April 2013 – November 2015

**Description:**The tool caters to calculation of SLAs which is shown to the customer P&G to display the efficiency, the Maintenance team provides to the customer. This tool is developed using SSIS and .Net 2010.

**Responsibilities:**

* Enhancement development.
* Resolving issues.
* Refreshing the scheduled jobs and involved in resolving the issues.

Customer/Company/Country:P&G/ HP / India

**Project :** iBox

Role : Bug fixing and Enhancement

**Environment :** WebApplication using ASP.net, WCF

**Database** **:** SQL Server 2008

**OS**  **:** Windows XP\Vista\Windows 7\Windows 8

**Duration :** August 2014 – April 2015

**Description :** iBox is a web application to send communications to customer (P&G) in predefined templates. Apart from being a communication platform it offers other value adds too.

**Responsibilities:**

* Enhancement development.
* Resolving issues.

Customer/Company/Country: DMV Michigan / HP / India

Project : Department of Motor Vehicle (DMV, MI)

**Role** : Designing and Development.

**Duration** : February 2010 – July 2012

**Environment** : Net Framework 3.5, Visual Studio 2008, Team Foundation Server, ASP.NET MVC1.0, WCF, VB.Net, ADO.Net, SQL Server 2008.

**Description** : DMV is an integrated, modern motor vehicle solution that is Customer-centric, service-oriented, intelligent and secure. A new customer-centric system built on modern Windows and Web based, n-tier technology significantly improves an agency's ability to offer faster, more personalized customer service while improving Operational efficiencies. Additional features will help reduce Identity theft and other security risks. Project execution is based on SCRUM methodology.

**Responsibilities:**

* Involved in Designing, Coding, Maintenance and unit testing.

**Educational Qualification:**

**Graduation:**

BCA from MCRP University in 2003.

**Post-Graduation:**

Master of Business Administration (Computer Science) in 2013.

Masters of Computer Application in 2006

Personal:

Date of Birth : April 26, 1983

Marital Status : Married

Gender : Female

Place : Bangalore