



# Shimona Pathak

## India

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## Education

SSC in Science, Meerut Public Girls' School, IN, 2011

HSC in Science, Meerut Public Girls' School, IN, 2013

B.Tech in Information Technology, ABES Engineering College, IN, 2014

## Languages

English - Fluent

Hindi - Fluent

## Profile

4.5 years of experience in IT industry, currently working in UTCL project as an Application Developer on AI tools like Jiffy.AI and Techforce.AI

To work hard with full dedication for the achievement of organization objective under satisfying job contact, hence enhancing my skills and knowledge and ready to learn new things and to work in a challenging environment that provides generous opportunities for learning. Worked on Python and automation including ServiceNow, SQL, Data Analysis, Visualization and reports creation on Tableau.

## Key skills

Python  
SQL  
Tableau  
Putty  
Service Now  
Azure 900

## Key courses and training

Python from Udemy  
Python with Data Science from IBM  
Tableau from SimpliLearn  
Azure-900 from Microsoft

## Work experience

### Application Developer

IBM, India | Apr 2022 - Present

Joined IBM in April 2022, and got assigned in UTCL project in June.

1. Working on Jiffy.ai tool which fetches data from SAP like bank details, Credit/Debit balances, DOA etc, re-running the tasks and rectifying the error.
2. Created tasks to reduce the human efforts and time.
3. Solved 150 issues in a month of balances, approvals, and bank mismatches.
4. Also, learned Techforce.ai studio and the usage of the same.
5. Working on the development of BOT of SAP PM.
6. Created tasks in Jiffy which helped in fetching the data from SAP.
7. Developed BOTS for the CBR (Credit Balance Refund) process.



## Senior Analyst

HCL IOMC, India | Oct 2018 - Apr 2022

- Worked on Python with NOKIA client from March'19 till April'22.
- Worked as a Network engineer in same project from October'18 to Feb'19.
- Managed and guided 7 GET's of the process and creation of Tableau reports.
- Thorough knowledge of SNOW ticketing and process (Incidents/Changes/CMDB).
- Well versed with Excel, SQL, ServiceNow and BI tools like Tableau.
- Reduced human efforts and time by creating python scripts.
- Collaborated with co-workers to evolve better programming, analyzing, and report production practices.
- Developing reference documents or reports for the finalized project
- Identifying patterns and meaningful insights from data by analyzing it.
- Possess strong mathematical, analytical aptitude and data processing tools knowledge.