

# Suprabha Kumari

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Shastri Nagar, Gaya, Bihar

## Profile

IT professional with extensive experience in system analysis, software development, and project management. Proven ability to enhance system efficiency and streamline processes resulting in improved operational performance. Strong problem solving skills and adept at leveraging technology trends to deliver effective solutions. Expertise in interpreting business requirements and translating them into actionable technical strategies.

## Skills & Proficiencies

Business Development	Software Development	Web Development	Agile Methodology
Business Consulting	User Experience Design	IT Service Management	System Integration
Problem Solving	Cross Functional Collaboration		

## Professional Experience

### Technology Analyst, Software Development, Infosys Limited

June 2022 - May 2024

- Integrated a CMS with caching, reducing direct calls by 99% and improving app performance.
- Automated medical underwriting views for 50K+ users, enhancing usability and efficiency.
- Led a UX revamp covering 95% of screens and implemented Google Analytics with zero defects.
- Developed real-time email/SMS alerts for payment failures, improving service response within 15 minutes.

### System Engineer, Tata Consultancy Services

February 2019 - June 2022

- Collaborated with cross-functional teams to deliver applications with a defect rate under 10%, demonstrating strong interpersonal and analytical skills.
- Integrated a microservice for user feedback, enhancing client satisfaction through a responsive and interactive interface.
- Optimized an insurance app for cross-platform compatibility, boosting user engagement by 25% and reducing device-specific issues by 15%.

## Education

Master of Business Administration (Executive MBA)  
2025, IIM Shillong, Meghalaya

- Semester abroad at EADA Business School, Spain

Master of Computer Applications  
2024, Chandigarh University, Punjab

- 7.30 CGPA

Bachelor of Computer Applications  
2018, Patna University, Bihar

- Ranked in top 10% of the class

## Portfolios

[Website](#)

[LinkedIn](#)

[GitHub](#)

## Achievements

- Winner of Markathon Call for Articles, IIM Shillong.
- Awarded Fresco Play Miles Award, On-The-Spot, and Token of Appreciation for outstanding performance and initiative.
- Secured second rank in UG university, earning a place on the Student Roll of Honor out of 500+ students.

## Certificates

- Environment, social and governance (ESG) course offered by Bloomberg
- A2 in German as a foreign language