Suprabha Kumari

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CAREER OBJECTIVE

Results-driven IT professional with a strong foundation in software engineering and an MBA graduate, blending technical expertise with strategic business insight. Experienced in developing scalable tech solutions and providing IT consulting to help organizations align technology with business goals. Known for analytical thinking, effective communication, and a passion for driving innovation and operational efficiency.

WORK EXPERIENCE

Infosys Limited   Jun 22 — May 24

Role: Technology Analyst (Full Stack Software Developer)

- Led the integration of a content management system (CMS) within a digital app, implementing a cache server that reduced direct CMS calls by over 99% showcasing strong teamwork and leadership skills.
- Redefined a solution to automate the viewing of medical underwriting decisions, impacting over 50,000 users, improving usability, streamlining processes and delivering significant value to all stakeholders.
- Led UX design upgrade impacting 95% of the application screens, enhanced visual functionality and accessibility along with successful implementation of Google Analytics with no critical defects.
- Built a responsive alert system that ensured real-time Email and SMS notifications for payment failures within 15 minutes, augmenting service level and operational efficiency.

Tata Consultancy Services   Feb 19 — June 22

Role: System Engineer

- Worked with cross-functional teams across different locations on end-to-end application delivery, ensuring quality with a defect rate under 10%, highlighting interpersonal and analytical skills.
- Integrated a microservice to receive user feedback into a client application maintaining an interactive interface and quick response time contributing to overall client satisfaction.
- Elevated an insurance application for cross-platform compatibility, optimal performance across various devices and screen sizes, resulting in a 25% increase in user engagement and a 15% reduction in device-specific issues.

SKILLS

IT Consulting	Business Strategy	Business Development
Software Development	Business Negotiation	Stakeholder Management
Tech Transformation	Creative Thinking	Management Consulting

EDUCATION

Master of Business Administration   Apr 2024 – Apr 2025
Executive MBA, IIM Shillong
Aggregate: 2.55 CGPA

Master of Computer Applications   Jan 2022 — Jan 2024
MCA, Chandigarh University
Aggregate: 7.30 CGPA

Bachelor of Computer Applications   June 2015 – June 2018
BCA, Patna University
Aggregate: 82.67%