

Soniya Patwa

Self motivated and driven • Problem solver • Mobile application engineer building robust and scalable applications • Keen on Product design and customer experience • Blogger • Tech speaker

Mumbai, India
+918433911613
soniyapatwa8@gmail.com
Skype: soniya.patwa

[LinkedIn profile](#)
[Medium link](#)
[Github link](#)

EXPERIENCE

Reliance Jio Infocomm Ltd., Navi Mumbai

OCT 2015 - PRESENT (5 years 4 months)

- Mobile application developer (iOS, React native)

I have contributed in the development of the following applications -

1. MyJio (Telecom, Jio Financial Services, UPI, bill payments, Mandates)

<https://apps.apple.com/in/app/myjio-for-everything-jio/id1074964262>

2. JioMart <https://apps.apple.com/in/app/jiomart/id1522085683>
3. Hello Jio (in house)
4. JioStore (in house)
5. JioXclusive (in house)
6. AR demo for products

- Working experience in swift, objective C, react native of building scalable and highly complex large scale apps with dynamic UI.
- Contributed in updating the architecture, migration from objc to swift, data parsing approach, caching, data structure for dynamic UI, dynamic navigation system, webview auth and communication with native app, server session handling(persist login), DAG, CICD.
- 3rd party libraries(Razorpay, billdesk, NPCI lib, Alamofire and others).
- Actively drove scrum and design-walkthroughs, identifying blockers and analysing business requirement/feature feasibility.
- Code merging(Git), monitoring app crashes(Crashlytics and xcode), build sharing(testflight, firebase, fastlane), instrumentation. Introduced and documented the best coding practices/guidelines and Unit testing in the team.
- Mentored juniors in the team and QLABS(dedicated for active collaborative learning among young employees).
- Promoted peer learning at interdepartmental level by arranging tech sessions, pair programming and code sessions(Code Gym). Also an editor

EDUCATION

GreyAtom, Mumbai — Data Science and Machine Learning Masters Program

DEC 2018 - JUNE 2019

Mumbai University, Mumbai — B.E. Computers

JUNE 2010 - JUNE 2014

BUSINESS DOMAIN

Banking / Finance

Customer services and
retention

Telecom

E-commerce, POS

SKILLS

Product design/UX

iOS: Objective C, swift, cocoa
touch, Xcode.

React native: JSX, native
modules

Data science/Machine
learning: Python, pandas,
scikit learn, numpy, Natural
Language Processing, Data
visualization.

in the iCommunity blog(a developer community at Jio).

Reliance Jio Infocomm Ltd., Navi Mumbai

APRIL 2015 - NOV 2016 (8 months)

- Business Analyst (Product Management)

Lead product development by interacting with different teams and stakeholders, outlining business requirements, creating user personas, user flows, handled product/feature sprint scope, QA and delivery with a proven track record of meeting Go To Market targets.

Monitored NPS via Google Analytics and CleverTap tools and suggested effective ways to identify and tackle potential blockers.

Top highlights:

- Strategized effective ways to enhance the customer experience on Myjio app(achieved the title of #1 for Android and #3 for iOS in productivity).
- Contributed in ~15% increase in the company's revenue by making it smoother for the customer to recharge sim, pay bills, perform upi transactions, manage jio accounts at 1 place(from MyJio app, face of jio).
- Increased user engagement by ~15% by strategizing effective campaigns.
- Lead the development of India's first telecom virtual voice assistance "HelloJio" and enhanced customer support(videos and FAQs search). Support calls dropped by ~35%.

RECOGNITIONS

Runners up in devOps hackathon out of 2Lakh+ by Techgig code gladiators 2017.

Top performer recognition in the dept of 100+ by the client - Reliance Jio Infocomm Ltd in the year 2015.

Technical and overall topper out of 300+ in the TLS/ELITE training for freshers at Tech Mahindra for the year 2014.

Tech Mahindra Ltd., Mumbai

SEPT 2014 - OCT 2015 (1 year 2 months)

- Java developer -> NEI for DacNorTel

Built network element interfaces in java for the proposed BST logic to optimise network resource utilisation and installation costs for the client DacNorTel. **Tech Stack - Java, Comptel, iLink servers**

JSW Ltd., Mumbai

JUNE 2013 - SEPT 2013 (3 months)

- Java developer -> In-campus truck turnaround resource optimization system

Built in-campus truck turnaround time management system to optimally allocate drivers and resources(vehicle) in the company campus saving time, money and human resources. **Tech Stack - Netbeans, Java, Oracle.**

College Project, University of Mumbai

SEPT 2013 - JAN 2014 (5 months)

- Java developer -> The foody App

Solved online food delivery and table booking service problems by creating a combination of a customer facing android app and a merchant(hotel/restaurant) facing website as the final year project. **Tech Stack - Java, JSP, servlets, android.**