

# 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

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## 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, data parsing approach, caching, data structure for dynamic UI, dynamic navigation system, live data implementation, webview auth and communication with native app, server session handling(persist login), DAG, CICD.
- 3rd party libraries(Razorpay and billdesk, NPCI lib, Alamofire).
- 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 and new team members. Also mentored the QLABs at jio which are dedicated to experimentation and active collaborative learning among young employees.
- Promoted peer learning at interdepartmental level by arranging tech

## 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.

sessions, pair programming and code sessions(Code Gym). Also an editor 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)**

Worked in the product team as Business Analyst interacting with different teams and stakeholders, outlining business requirements and studying user personas. Ideated/documentated features and finalised sprint's scope.

Monitored NPS via Google Analytics and CleverTap tools.

Handled product/feature development, QA and delivery with a proven track record of meeting Go To Market targets.

Top highlights:

- 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%.
- Strategized effective ways to enhance the customer experience while doing transactions on the app. Myjio app achieved the title of #1 for Android and #3 for iOS under 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).

## **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.**