Soniya Patwa

Mobile application engineer • Product design and customer experience •
Writer • Tech speaker

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EXPERIENCE

Reliance Jio Infocomm Ltd., Navi Mumbai — *Mobile application developer(iOS, React native)*

OCT 2015 - PRESENT **(5 years 2 months)**

- Mobile application developer (iOS, React native) — *Reliance Jio Infocomm Ltd.*

I have worked on applications like MyJio, Jio Financial Services, UPI payment, Hello Jio, JioStore, JioMart.

Reliance Jio Infocomm Ltd., Navi Mumbai — *BA*

MAY 2015 - DEC 2016 **(8 months)**

- Business Analyst (Product Management) — *Reliance Jio Infocomm Ltd.*

Worked in the product team as Business Analyst interacting with different teams, outlining business requirements and studying user personas.

Ideated features to be developed and finalised sprint scopes.

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

Tech Mahindra Ltd., Mumbai — *Java developer*

SEPT 2014 - MAY 2015 **(9 months)**

- Network Element Interface implementation for BST logic — *Tech Mahindra Ltd.*

Built network element interfaces in java for proposed BST logic to optimise network resource utilisation and installation costs. Environment – Java, Comptel, iLink servers

EDUCATION

GreyAtom, Mumbai — *Data Science and Machine Learning Masters Program*

DEC 2018 - JUNE 2019

Mumbai University, Mumbai — *B.E. Computers*

JUNE 2010 - JUNE 2014

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.

BUSINESS DOMAIN

Banking / Finance

Customer services and retention

Telecom

E-commerce, POS

JSW Ltd., Mumbai — *Java developer*

JUNE 2013 - SEPT 2013 **(4 months)**

- In-campus truck turn around time management system — *JSW Ltd.*

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. Environment - Netbeans, Java, Oracle

- The foody App — *B.E. final year project.*

Solved online food delivery and table booking service problem by creating a customer facing android app and a merchant(hotel/restaurant) facing website. Environment - Java, JSP, servlets, android

PROJECTS

Jio Xclusive — *Reliance Jio Infocomm Ltd.*

A POS app for phone exchange which performs device diagnostics and order placement under Jio's device exchange offer.

- iOS (Swift)

Jio Mart — *Reliance Jio Infocomm Ltd.*

Developed Jio's own grocery selling B2C iOS application..

https://apps.apple.com/in/app/jiomart/id1522085683

- iOS (Swift)

Jio Financial Services — *Reliance Jio Infocomm Ltd.*

Worked on Jio's banking and payments services for handling complete banking journeys for customers from onboarding to send and request money, bill payments(via BBPS), mobile recharge.

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

- iOS (Swift)

UPI payment — *Reliance Jio Infocomm Ltd.*

Developed UPI application in native iOS along with handling NPCI operations for secure transactions. Fulfilled the NPCI payment and transaction mandates. Later build the same as hybrid app for cross platform compatibility in React native.

- iOS (Swift, Objective C), Hybrid (React native)

MyJio application — *Reliance Jio Infocomm Ltd.*

Contributed in the development and maintenance of the flagship MyJio application which has a customer base of 300+ million. App provides recharge/pay facilities, push notifications, manage Jio digital ecosystem, dynamic banner and 3rd party user engagement services. Link: https://apps.apple.com/in/app/myjio-for-everything-jio/id1074964262

- iOS (Swift, Objective C)

HelloJio application(chat bot) — *Reliance Jio Infocomm Ltd.*

Contributed in building Jio's own flagship chatbot for iOS. Implemented DAG data structure for fulfilling device troubleshooting requirements. Used ATP and rule based approach for other device OS based services.

- iOS (Swift, Objective C)

A virtual product demo (AR experience) — *Reliance Jio Infocomm Ltd.*

Built an Augmented Reality application to solve retail problems by virtually displaying devices for marketing and showcasing new device launches. Link: https://youtu.be/MD7NiY4x8H0

- iOS (Swift, Objective C, CoreML, openCV, ARKit, Maya)

JioStore application — *Reliance Jio Infocomm Ltd.*

Built an e-commerce iOS application which sells Jio's products and services with billdesk payment gateway and hybris as backend.

- iOS (Objective C)