

Sharat Hegde

A customer-focused software development and integration specialist, with 11+ years of experience in delivering end-to-end software applications in globally distributed environments. Worked collaboratively as part of larger teams, as well as individually as a self-starter to move new incubator projects forward.

Capable of learning new technologies fast, which helped contribute to the success of Silicon Valley unicorn company, Workato.

EXPERIENCE

WORKATO, Silicon Valley — *Senior Integration Lead, Technical Services*

MAY 2021 - CURRENT

- Responsible for engagement and deliverables relating to both presales and post sales activities with customers and partners
- Hosted discovery workshops with prospects to determine pain points, drivers and opportunities before closely aligning to Workato's value proposition
- Lead efforts to deliver Proof Of Value (POV) demonstrations and pilots to prospects
- **Delivered key automation projects to reduce call volumes, increase First Contact Resolution (FCR), reduce Ave Handle Time (AHT) and reduce FTEs** with self service BOTs, conversational AI, AmazonConnect IVR, Unified Agent console, Auto Ticket Routing
- Developed and delivered enablement services of key BPO customers' delivery and development teams focused on Workato Connector SDK
- Developed and enforced best practices, procedures and naming in various Workato Workspaces across the company
- Lead a key strategic initiative to evaluate suitable RPA Gen 2 solutions to strengthen Workato's surface automation capabilities
- Lead a key strategic initiative to support the integration of a process mining technology (Apromore) into the Workato platform
- Supported implementation efforts of key customers - as an example helped reduce the agent sign up time from 15+ mins to less than 5 mins for a leading gig economy outsourcing provider

WORKATO, Silicon Valley — *Integration Specialist*

APR 2016 - MAY 2021

- Gathered requirements, designed and developed new applications and system connectors. These included: Azure Active Directory, Google Analytics, Freshservice, Yext, Microsoft Dynamics Great Plains, Domo,

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Visa: USA B1, Singapore
Multi-Entry.

SKILLS

Software Development

Web Development

Integration

Project Management

Cloud Computing / AWS

LANGUAGES

Ruby / PHP

Python

Java / J2E / JSP

C / C++ / C#

APEX

JavaScript / JQuery

Sencha / ExtJs

HTML5 / CSS3 / Bootstrap

APPS & TECHNOLOGY

Workato

Google Vertex A.I.

Amazon Connect / Lex

Sage Intacct

Salesforce.com

REST / SOAP

API

XML / JSON

Procore, ConvertAPI, Duo Security, Sage Intacct, Salesforce (Custom SOAP), BlackLine, AbbyVantage, Google Vertex AI and others

- Collaborated with consultants of other applications to design and test data exchange between their applications using REST / SOAP API – web services
- Provided support in testing new connectors as well as assisting with the **implementation of several projects to automate business processes leading to a reduction in Total Cost of Ownership (TCO) for the end customer**
- Contributed to technical content creation for the Workato Automation Academy training materials and also developed and presented training sessions for customers

SAGE INTACCT, Bangalore — Senior Application Engineer

NOV 2013 - APR 2016

- Collaborated with Sales Engineers in the US to gather data and analyze prospect's business requirements
- Developed custom solutions on the Intacct platform and API to bridge product gaps
- Assisted with the creation of demonstration environments and scripts
- Developed engineering tools to help engineering teams with their application data fixes
- Contributed to enhancement requests by prioritizing, scheduling, and subsequently developing these key asks

SONATA SOFTWARE, Bangalore — Systems Analyst

OCT 2011 - NOV 2013

- An active member of an Opensource Competency and Center of Excellence team
- Explored new technologies
- Responsible for creating content for technical newsletters, blog posts, and technical sessions
- Built Proof Of Concept (POC) using opensource technologies in the areas of mobility, analytics, and cloud

TOOLS

SVN / Git

Visual Studio Code

JIRA

Eclipse

AWS Mgmt Console

Workato CLI

CERTIFICATIONS

AWS Certified Solutions

Architect – Associate (AWS)

Issued – Nov 2022

AWS Certified Cloud Practitioner

– (AWS)

Issued – May 2022

Demo2Win– (2Win Global)

Issued – Jun 2022

Ruby Exam Certified – Gold –

(Ruby Association)

Issued – Feb 2021

Salesforce Developer I –

(Salesforce.com)

Issued – Mar 2020

OCJP Certified – Java 6 –

(Oracle University)

Issued – Apr 2013

EDUCATION

Master of Technology (WILP)

in Networks and Networked Systems from BITS, Pilani, in 2016

Bachelor of Engineering in E&C

from VTU, Belgaum, in 2011