SHWETA RAO
408-391-5274 shwetar@gmail.com

PROFESSIONAL PROFILE

- Skilled engineer with strong experience in managing customer lifecycle. Experience in product development and customer implementations.
- Proven ability to gain the trust of stakeholders, understand business and product requirements, speak their language, and understand their concerns.
- Experience working with different internal stakeholders, build features, fix issues and facilitate the implementation of projects for customers.
- Broad knowledge of software development practices.
- Strong written and oral communication skills with the ability to document and present documents.
- Project management skills, including the ability to coordinate with and escalate to other teams
- Completed AWS certified Solution architect Associate

OBJECTIVE

Step into a challenging techno-functional role to leverage my technical knowledge, engineering know-how and customer management skills..

EXPERIENCE

SR. SOFTWARE ENGINEER - Aptean (formerly CDC Software, acquired TradeBeam Inc) - 2005-2013

- Managed several large marquee enterprise customer implementations such as Nissan Russia, Hallmark, Ross, Integraph, Subzero and Agco.
- Constant communication with professional services, technical support and engineering to ensure timely and smooth onboarding of new customers.
- Engaged with the product team to capture customer requests and bugs. Worked closely with the technical support team and other core Aptean teams to ensure that customer requests and escalations are resolved quickly.
- Worked with Product engineering and QA teams to recreate customers' issues. Took initiative to fix the issues proactively to curb further escalations.
- Reviewed release notes, user guides, deployment schedules for upcoming releases with the product and engineering teams.
- Facilitated twice a week scrum calls and mentored offshore team members.

GTM (Global Trade Management) Product

- Singularly responsible for building an administration module that allows Admins to configure the product effortlessly
- Triaging of critical issues and delegating items to offshore teams and helping them address these in a timely manner
- Reproduced system issues, file bug reports, escalate cases to engineering, and provide necessary documentation.
- Quickly identified customer issues and conducted in-depth analysis with the engineering group effectively.

iSupply Product
- Key part of the iSupply Engineering team, full stack developer involved in upgrading platform infrastructure, building new features and solving production issues
- Troubleshooting Jenkins CI builds for Internal environments and ensuring test verification systems remained operational

CERTIFICATIONS

 AWS Certified Solutions Architect - Associate

COMPUTER SKILLS
LANGUAGES
Proficient In: Javascript, Java
Familiar With: HTML, CSS, PostMan, SFDC,Git

SOFTWARE
JAVA Technologies: JDBC, EJB, Servlets and JSP
Databases: Oracle, Mysql Server
Platforms: Windows, Linux
Worked With: Web Services, XML, SOAP, HTML, Struts, Hibernate, Ant, JUnit
Other Tools: TFS, TOAD, dbVisualizer, Jenkins, BEA Aqualogic studio 5.

EDUCATION
SAN JOSE STATE UNIVERSITY,   San Jose, CA
MS – Computer Engineering

GOA ENGINEERING COLLEGE,   Goa, India
B.E. – Computer Engineering

Work status: - US Citizen