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| **Neha Dev** **Sr. System Architect** |  |

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| **E-MAIL** neha.dev20@gmail.com**MOBILE** +919315072243 |
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| Result-oriented and creative professional, targeting assignments in **Development & Maintenance Projects** with an organization of high repute  |
|  **PROFILE SUMMARY*** Offering **14 + years** of experience (9 years in **USA**) in executing **Development & Maintenance Projects;** end-to-end lifecycle of **Robotic Process Automation (RPA) Process, Artificial Intelligence and** with open-source tools **Selenium (Selenium Web Driver)** using **Java** and **Python**
* in-depth knowledge of managing **application performance monitoring** solutionsusing **AppDynamics, Thousand Eyes, Dynatrace Splunk & Synthetic Tool for Azure, AWS and on-premise applications**
* Led **performance engineering** efforts for supporting billion plus daily financial transactions
* Proficient in analysing, designing and implementing **Quality processes** across multiple domains including E-Commerce, payments banking and manufacturing aligned to the Global Quality Standards **ISO 9001**.
* 6 + years of experience **in Agile/SCRUM** team/environment using **service now, TFS, Jira, Rally**
* Design, architect, develop and implement end to end UiPath solutions for a variety of business tasks for **thick client** application
* Develop **RE framework** by using **UiPath** tool to monitor the desktop-based application
* Developed **Metrics framework** and **Process Compliance Index** and successfully piloted in projects
* Worked in **onsite** client location (USA) with appreciation from Customer from last **nine** years
* Presently working as **System Architect** with **DSYS Inc.;** Developed selenium framework using **Java** and **Python** scripts; worked on **Android, iOS Platforms** to qualify applications; integrated **WebSphere Commerce and SAP**
* Drove projects in The United States for **Veterans Affairs, Federal USA Govt., ExxonMobil, HDSUPPLY and MasterCard**
* Expertise in managing overall **application development life-cycle** involving requirement analysis, risk management, system study, designing, architecture, UiPath solutions, testing, programming, defect management & documentation
* Resourceful in **project management including scheduling & negotiating** with clients for iterative **development & deliver**y, balancing work distribution to meet project deliverables & delivery as per quality & time norms
* Followed **project life cycle methods** defined under the process framework; developed POCs to validate process automation using **UiPath Studio, Automation Anywhere and Orchestrator**

 **CORE COMPETENCIES**

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|  | Application Development & Maintenance |  | RPA Development |  | Project Management |
|  | Application performance monitoring |  | Process and Automation Engineering  |  | Stakeholder Management  |
|  | Requirement Gathering |  | Time and Cost Management |  | Team Building & Leadership |

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|  **SOFT SKILLS**Change AgentThinkerPlannerInnovatorCommunicatorCollaborator |  **EDUCATION**

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|  | **Post Graduate Degree in Management from Symbiosis University**  |
|  | **Bachelor of Science in statistics from Barkatullah University, Bhopal** |

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| **C:\Joyashree\Icons\awardcup24x24icons.png NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER*** Mentored and coached the project team on areas such as Robotic Process Automation, AppDynamics, Dynatrace; planned and integrated the work of multiple teams on a project
* Led the design, documentation, implementation, and maintenance of several applications that were part of the performance engineering, RPA product suites
* Managed onshore/offshore 12 support team members and an onshore team of 7 personnel for the ExxonMobil supporting roll-out of the new application
* Managed & led development, design, architecture, project and resource planning efforts for MasterCard biometric platform for global issuers/users.
* Received accolades from the Engagement Manager for contributions in imparting trainings to Managers on ECUBE (Project management tool) and conducting sessions on Quality awareness for developers during development phase

 **WORK EXPERIENCE****Since Sep’12: DSYS Inc., Texas, USA****Joined as Sr. Automation Engineer and currently working as System Architect/Technical Manager*****Client: Veterans Affairs of USA, ExxonMobil, HDSupply, MasterCard || Environment:*** *RPA, AppDynamics, Dynatrace, Java,.net,Python***Mar’11 – July ’12: Mind Tree Ltd., Bangalore, India as Sr.Associate*****Client: The Procter & Gamble || Environment:*** *.Net, Java***April’07 – Feb’11: Wipro Technologies, Bangalore, India as Quality Analyst** ***Client: Lloyds Banking Group U.K. || Environment:*** *IBM Mainframe, COBOL, DB2, Endeavour***Role:*** Developing solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the application development lifecycle
* Contributing in project execution & control and stakeholder management
* Monitoring functional & system requirements gathering and identification of gaps including requirements sign-off
* Assuring quality standard & metrics, measuring performance against metrics, determining variance and taking correction action to bring quality standards
* Finalizing scope, schedule and resource requirements, developing work breakdown structure, milestones, identifying & creating baselines & release plans as part of project delivery and coordinating between off-shore & on-shore teams
* Ensuring projects meet the schedule & business commitments
* Deploying /implementing software in client’s environment-release management
* Organizing functional & technical training programs for the professional development of team
* Conducting quantitative performance reviews, conflict resolution & knowledge management
* Migrating data on project implementation, providing solutions to arising performance & other issues
* Performing technical feasibility analysis, coding standards & code reviews
* Creating technical design documents on architecture, interface, entity relationship and so on

**C:\Joyashree\Icons\itskills24x24icons - Copy - Copy.png TECHNICAL SKILLS*** Robotic Process Automation, UiPath, Artificial Intelligence, Machine learning, Automation Anywhere, AppDynamics, Dynatrace, Splunk, Thousand Eyes, Selenium IDE (Spring tool, Eclipse, Visual studio code), Selenium Web Driver, Python, Java, TFS, JIRA, GitLab, Page Object Model, Maven, SVN, Jenkin, Bit Bucket, JBehave, Cucumber, ServiceNow, HP Quality Centre (ALM), Kubernetes, Agile, Rally, Appium, Git. JSON, SOAP, Web Services and GitHub, Ansible, AWS, Azure, IoT, Cloud computing

**C:\Joyashree\Icons\Certification24x24icons.png CERTIFICATIONS || TRAININGS*** Master RPA Professional Certified
* Advance level RPA Developer Certified
* Splunk,Dynatrace,Appdynamics Admin
* Certified Scrum Master
* Six Sigma Black Belts Certified
* Six Sigma Green belt certified
* Certified 1A and 1B level in German Language
* Software Quality Control
* 7 Quality Control Tools
* CMMI /ISO Auditor
* Trained in PMP and SAFE
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|  **PERSONAL DETAILS****Date of Birth:** 20th February 1985**VISA Status:** Valid H1B VISA & i140 Approved for USA |

** PROJECTS MANAGED**

* Please find the below annexure for the projects managed

Annexure

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| **C:\Joyashree\Icons\Projects-Handled24x24icons.png PROJECTS MANAGED** |
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| Client Location: Period: Role: Environment | Veterans Affairs, Federal USA Govt. Project Austin, TX, USASince April 2020Sr. Enterprise Architect* Managing Application performance monitoring solutions using AppDynamics, Thousand Eyes, Dynatrace, Splunk and UiPath for Linux/Unix, Cloud and Windows Application
* Designs and delivers the overall automation testing strategy used by the team by utilizing broad knowledge and awareness of automation testing approaches, practices and techniques for scalability, functionality, and reusability
* Instrument AppDynamics, Dynatrace agents in servers to monitor the metrics
* Develop a framework to monitor Desktop application using UiPath robotic automation tool, Developed a Java and python scripts for Web automation
* Working with the other architects and development team to ensure proper metrics instrumentation done in software components, to help facilitate real time and remote troubleshooting/performance monitoring
* Supervising application performance, optimize performance bottlenecks and usage to create an application capacity model
* Supporting in optimizing system components such as CPU/Memory/Disk/Network & OS/Application software for maximizing the computer resources utilization
* Monitoring performance of application, micros services involved, conducting performance analysis, identifying performance bottleneck and working with the right people to resolve the issue
* Monitoring cloud-based application and infrastructure., specifically, Azure and AWS
* Monitoring container cloud environments, using ansible scripts, Kubernetes.
* Design, architect, develop and implement end to end UiPath solutions for a variety of business tasks for thick client application
* Develop RE framework by using UiPath tool to monitor the desktop-based application

: Robotic process automation, UiPath, AppDynamics, Dynatrace, Splunk, Management, Agile, MSR |
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| Client Location: Period: Role:Environment: | ExxonMobilThe Woodlands, TX, USA Apr’19 –Apr’20Senior RPA/Automation Manager* Designing, architect, developing and implementing end-to-end UiPath solutions for a variety of business tasks
* Develop RPA solutions to meet the project/program objectives using UIPath, Automation Anywhere
* Develop POCs to validate end to end process automation using UIPath Studio and Orchestrator
* Train other members of the Development team on UiPath development and provide guidance
* Prepare Solution Design Documents and develop framework for automation scripting-based processes
* Integration testing, UAT & Post deployment validation
* Maintaining code quality and document all required artifacts
* Developing Python, Java scripts using selenium framework for AppDynamics synthetic monitoring tool
* Managing Application performance monitoring solutions using AppDynamics, Thousand Eyes or Dynatrace tool synthetic tool and synthetic monitoring
* Monitoring the health of application using synthetic monitoring tools like AppDynamics, Thousand Eyes

Oil & Gas, RPA, UiPath Python, Selenium, Agile, TFS, AppDynamics, Thousand Eyes, Dynatrace |
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| Client Location: Role:Period: Environment: | HDSUPPLY Atlanta, GA, USAProcess automation developerMay’17 – Mar’19* Configuring new UiPath processes and objects using core workflow principles that are efficient, well structured, maintainable and easy to understand for further requirements
* Used RDA (Robotic Desktop Automation) as best way to gauge into opportunity for desktop automation to look for processes where data is to be collected from different applications to carry out the work, maximum lead time is due to toggling between applications, data validation, and data visualization
* Implemented UiPath User authentication by defining user roles, creating users and setting password policies
* Participate in the software analysis, design and development of an E-commerce platform using Java /JEE technologies on Hybris (an SAP company) E-commerce solution
* Created functional automation test scripts using Java, Selenium and TestNG
* Designing and developing the Page Object Model automation framework using Selenium WebDriver, Java, TestNG and Maven for ecommerce Web Application
* Review business requirements and develop level of effort estimations

e-Commerce, UiPath java, Selenium, Microsoft Excel, Agile, Win XP, HP Quality Center |
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| Client Location: Period: Role:Environment: | MasterCard St. Louise, MO, USAMay’14 – May’17Automation Lead* Created Automation test framework using Selenium
* Writing JBehave, Cucumber and JUnit test suits
* Implementing mobile automation framework, & execution Sanity, Regression, Stress & Boundary test cases for mobile applications
* Involved in designing the framework to integrate HP ALM to cucumber using the newly released version of HP ALM rest API
* Creating automation test suites using Selenium/WebDriver/TestNg for Web UI and/or REST/SOAP APIs which emphasize maintainability, including common libraries, data driven testing, UI-independent testing
* Participate in a test automation tool selection process for an automated component testing harness in a JAVA, .NET environment. Perform static analysis of source code using complexity metrics
* Developed automated regression test cases in Selenium WebDriver using Java programming language
* Performed Biometric mobile testing for iPhone and android devices
* Tested mobile applications across multiple platforms, touching the full stack across the web

Biometric, Banking, iOS, Android, Java |
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| OrganizationLocation: Period: Role: | Mindtree ltd Bangalore, IndiaMay’11 – Aug’12Quality Manager* CMMI Implementation across all the projects.
* Developed Metrics framework and Process Compliance Index and successfully piloted in projects
* Ensures solutions are applied to all appropriate configurations. Conducts statistical analysis on quality metrics reports to ensure that they are within control limits
* Use control charts for analysing the effectiveness and consistency in Reviews.
* implemented Quality processes across multiple domains including E-Commerce, mobile and insurance aligned to the Global Quality Standards ISO 9001.
* Done ISO internal assessments for all the projects
* Co-ordinate and Participate in work product reviews and Test Audits to be completed. Ensure presence of all review records.
* Participation in Defect Prevention Activities, PMR, internal deliverable reviews
* Identified the Test requirements based on business requirements of the application
* Review the Test Plan, Test Scenarios and Test Cases Design
* Involved in End-to-End testing on different browsers
* Use of tracking systems to upgrade process and quality control procedures.
* Design and execute manual test scripting and cases.
* Preparation of Daily Status Report & Defect tracking and Management
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