

# Sonali Gupta

Results-driven Software Engineer with expertise in coordinating and managing projects in the Chatbots and New Solutions domain. Demonstrated success in project lifecycle management, client coordination, and quality assurance. Proven ability to lead teams and create adequate documentation.

## EXPERIENCE

### Software Engineer, **Routemobile**, Malad

May. 2022 - Nov. 2023

#### Area of the department - Chatbots and New Solutions Team

- Led Technical Coordinator role overseeing 60+ projects, coordinating with 10 developers.
- Successfully managed the entire project lifecycle, ensuring on-time delivery and maintaining a 98% product quality rating.
- Conducted client coordination, handling regular calls, and effectively communicating project updates and requirements, resulting in a 20% increase in client satisfaction.
- Created comprehensive test cases and documentation, contributing to a 15% improvement in product quality.

### Web Developer, **TeamLease(Accenture)**, Vikroli

AUG. 2021 - APRIL. 2022

#### Area of the department - Quality Control

- Led team-building events that enhanced team collaboration and morale, leading to a 30% increase in team productivity and satisfaction.
- Conducted manual testing and created test cases, contributing to a 10% improvement in overall project quality.

### Business Developer, **Save As Web**, Andheri

FEB. 2021 - APRIL 2021

- Coordinated a team of 4 and effectively managed client requirements, resulting in a 25% increase in client retention.
- Facilitated seamless communication between clients and the development team, improving project clarity and client satisfaction by 20%.

### Backend Executive, **Market Ladder**, Borivali

DEC. 2018 - MARCH 2019

#### Internship

- Gained practical experience in backend operations, assisting with various tasks, including data management and analysis.

Santacruz (W),

Mumbai.

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## ADDITIONAL SKILLS

- Testing Tools: Selenium,
- Programming Languages: Java, Python, Javascript, JQuery, R
- Version Control: Git, GitLab
- Operating Systems: Windows, Linux (Ubuntu, Fedora)
- Strong written and verbal communication skills
- Tools: WordPress, AEM, Workfront, Sitemap Extraction Tools, Power Bi, SharePoint
- API Testing: Postman, CLI
- NLP Testing

## EDUCATION

### M.C.A, L.F. Polytechnic, Andheri

2018 - 2020

Achieved 75.43% GPA

### B.C.A, C.M.T.E, Bandra

2014 - 2018

Achieved 63.83% GPA

### H.S.C, Viva College, Virar

2011 - 2013

Achieved 63.17% GPA

## PROFESSIONAL CERTIFICATES

Selenium with PYTHON

Data Structure and Algorithm

Website Development

Website Hacking / Penetration Testing and Bug Bounty Hunting

SQL and Relational Database

AWS