**Sapna Saini**

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**PROFESSIONAL SUMMARY:**

* 15+ years as a seasoned **Full Stack .NET Developer**, specializing in designing, developing, and maintaining modern web applications. Expertise in **Visual Studio.NET** (up to 2022), **C#,** **ASP.NET Core**, Blazor, and front-end frameworks like **Angular**/React. Proficient in building scalable, cloud-ready solutions with SQL Server, **Oracle**, and **Azure/AWS services**, ensuring robust performance and seamless user experiences.
* Proficiency in modern software development methodologies such as **Agile (Scrum, Kanban)**, **DevOps**, and Waterfall.
* Extensive experience in creating, consuming, and deploying **APIs** and Web Services using **ASP.NET Core**, **C#**, **MVC**, and modern front-end frameworks like **React**, **Angular**, or **Vue.js**.
* Strong background in **N-Tier architecture**, **Service-Oriented Architecture (SOA)**, and **microservices architecture**.
* Proficient in web technologies including **JavaScript**, **TypeScript**, **CSS**, **HTML**, **XML**, and modern UI frameworks such as **React**, **Angular**, **Bootstrap**, **CSS**, and **Telerik UI for ASP.NET Core and Blazor** with hands-on experience in building responsive and interactive user interfaces.
* Expert-level knowledge of **.NET 8** and prior versions, with hands-on experience in **.NET Core**, **.NET 8**, and modern .NET technologies like **Blazor**. Skilled in **Entity Framework Core** and **LINQ**.
* Extensive experience developing web and Windows-based applications using **ASP.NET Core**, **C#**, **ADO.NET**, **SQL Server**, **Web Services**, and cloud platforms such as **Azure** and **AWS**.
* Solid understanding of data access methods including **ADO.NET**, **Entity Framework Core.**
* In-depth knowledge of C# features such as **generics**, **serialization**, **reflection**, **exception handling**, **async/await**, **LINQ**, and **pattern matching**.
* Expertise in database design and programming (**stored procedures**, **functions**, **triggers**, **views**, **T-SQL**) using **SQL Server 2022** and **Oracle 19c**.
* Strong foundation in **Object-Oriented Programming (OOP)**, **Object-Oriented Analysis and Design (OOAD)**, **design patterns**, **SOLID principles**, and **functional programming concepts**.
* Hands-on experience across all stages of project development, including **requirements analysis**, **design**, **coding**, **testing**, and **support**. Adept at **problem analysis**, **debugging**, and managing the full project life cycle.
* Proven experience with utilizing modern tools like **Azure DevOps** and **GitLab CI/CD**.
* Working knowledge of **Splunk** for log analysis, monitoring, and troubleshooting.
* Hands-on experience with **Telerik Reporting** for designing, generating, and embedding interactive reports in web and desktop applications.
* Experience working on **large, complex enterprise applications** with a focus on **scalability**, **performance**, and **security**.
* Excellent **communication skills** and collaboration skills with project stakeholders.
* Strong ability to meet deadlines, multitask, and adapt to changing priorities, with a commitment to **collaboration** and **teamwork**.

**TECHNICAL SKILLS:**

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| --- | --- |
| **.NET Technologies** | .NET Framework 8/6.0/4.5 ADO.NET, Web Services, Web API, Windows service, ADO.NET |
| **Programming Languages** | C#, VB.NET |
| **Database Technologies** | Oracle 19c, SQL Server 2019, T-SQL, PL/SQL, SSRS |
| **Web Technologies** | ASP.NET MVC, ASP, HTML 5, Bootstrap, Angular, React, jQuery, AJAX, XML, JavaScript |
| **Web Server** | IIS 10/8.5/7 |
| **Tools** | Visual Studio 2022/2019, MS Visio, Azure Dev ops, Toad for oracle, Oracle SQL Developer. |

**EDUCATION:**

* Masters in computer science from Dr. B.R. Ambedkar University, Agra, India
* Bachelors in computer science from Dr. B.R. Ambedkar University, Agra, India

**PROFESSIONAL EXPERIENCE:**

**IDOH, IN Sep 2023 – Present**

**Role: Lead Net developer**

**Project: ACAPS Rewrite**

**Description:** The **ACAPS Rewrite project** redevelops an application for **Children’s Special Health Care Services** at the Indiana Department of Health. It streamlines **participant/provider enrollment**, **claims processing**, **service authorization**, and **staff workflows**. The system **automates tasks**, tracks **workflows**, and assigns **review tasks** to staff queues. Upon task completion, **workflow items** are auto generated for seamless process continuation. It supports **provider enrollment**, **claims**, and **prior authorization** with similar workflows. The system generates **reports**, **letters**, tracks **payment statuses**, and securely stores **claims data/images**. This enhances **operational efficiency** and **program management** for staff. The **UI** and **API** are redesigned using the **.NET framework**. Most **Oracle database objects** are reused with minimal changes. The application includes modules for **Provider**, **Eligibility**, **Claims**, **Travel Claims**, and **Prior Authorization**.

**Responsibilities:**

* Designed scalable, modular application architecture using **ASP.NET MVC** and **.NET Framework 6.0**, ensuring performance, maintainability, and reusability.
* Developed RESTful **Web APIs** and user interfaces using **C#, ASP.NET, Entity Framework**, and **Bootstrap** to support core workflows.
* Reengineered legacy functionality into modern web services while retaining business logic through **Oracle PL/SQL** integration.
* Led UI/UX transformation with **jQuery**, **JavaScript**, and **Telerik UI**, ensuring accessibility and design consistency per agency standards.
* Enhanced form validation and responsiveness for mobile-first designs using **HTML5, CSS3, and Bootstrap 5**.
* Integrated **Telerik Reporting** to generate dynamic reports, letters, and audit data views for various health programs.
* Developed core modules for **Eligibility, Claims, Travel Claims, Prior Authorization**, and **Provider Enrollment** workflows.
* Collaborated with the architecture team to apply **design patterns** and ensure alignment with **SOA/microservices principles**.
* Conducted rigorous **code reviews**, promoting best practices in performance, security, and readability.
* Implemented business rules in the **Entity Framework data layer**, minimizing redundancy and improving maintainability.
* Optimized data access with **ADO.NET** for large data retrieval scenarios, improving system throughput by 25%.
* Automated task assignments and queue handling through backend services, streamlining case management operations.
* Managed CI/CD pipelines in **Azure DevOps**, handling code check-ins, builds, releases, and branch management.
* Led technical discussions with product owners to align system features with operational goals and user needs.
* Guided junior developers in understanding architectural patterns and complex code segments via **peer programming** sessions.
* Deployed modules into **test and UAT environments** using automated Azure pipelines and assisted QA during regression cycles.
* Delivered detailed estimations for sprints, user stories, and hotfixes with accuracy aligned to Agile best practices.
* Identified and resolved production issues post-deployment using **Azure Application Insights** and **debug logs**.
* Created documentation for workflows, service contracts, and user interaction flows in **Confluence**.
* Assisted business analysts in grooming requirements, clarifying feasibility, and decomposing epics into implementable tasks.
* Improved load performance of claims reports by refactoring SQL queries and optimizing indexes in **Oracle 19c**.
* Delivered ad-hoc dashboards and visualizations requested by operations using embedded **Telerik Report Viewer**.
* Coordinated monthly stakeholder demos to showcase progress, gather feedback, and iterate on design.
* Developed common utility libraries for **logging, error handling**, and **API exception filters**.

**Environment:** ASP.NET MVC, Angular, Entity Framework, C#, jQuery, ADO.NET, .NET Framework 6.0, Visual Studio 2022, Web API, Telerik UI, Telerik Reporting, HTML, JavaScript, Bootstrap, Azure DevOps, Oracle19c.

**Geico, IN June 2021 – Sep 2023  
Role: Sr. .NET developer   
Project: Edge**

**Description:** **Edge** is a **service application** designed for **GEICO policyholders**, managing the **post-sale customer journey**. Built on an **MVC architecture**, it utilizes **Angular** for the **user interface** and **.NET Framework** for **API** and **business logic**, hosted entirely on **Azure cloud**. The application enables **customers** and **GEICO service agents** to modify **policies**, including adding/updating **vehicles**, **drivers**, and **accident records**, generating **policy documents**, and updating **policyholder information**. **Role-based authentication** ensures secure access to features. **Edge** integrates with external systems, such as **billing** for **payments**, **MVR** for **driver data**, and **Ratabase** for **rating** and **quote pricing**, all via **APIs**. Unit testing for **.NET code** is conducted with **NUnit**, while **Angular UI** testing employs **Jasmine** and **Karma**.

**Responsibilities:**

* Developed and enhanced robust service modules using **ASP.NET**, **Angular**, **C#**, and **Entity Framework** for post-sale insurance policy operations.
* Designed RESTful **Web APIs** ensuring high throughput, low latency, and complete **unit test coverage** using **NUnit**.
* Created secure, modular UI components with **Angular** and **TypeScript**, aligned with **GEICO’s Design Kit** standards.
* Integrated external APIs with **Ratabase**, **Billing**, and **MVR** systems to provide pricing, billing, and driver history services.
* Participated in sprint planning, backlog grooming, and estimations as part of an **Agile Scrum team**.
* Developed and automated **SSRS** reports and built custom **SSIS** packages for secure policy data transfers.
* Conducted performance tuning of APIs and database queries using **SQL Server 2019**, resulting in faster policy transactions.
* Collaborated with QA teams for **functional, integration**, and **end-to-end testing** across multiple environments.
* Created detailed technical documents and supported **release planning** using **Azure DevOps** work item management.
* Used **Azure DevOps CI/CD pipelines** for automated builds, deployments, and rollback strategies for production readiness.
* Performed detailed **code reviews**, offering constructive feedback to maintain team-wide consistency and quality.
* Implemented telemetry and error tracking via **Splunk** dashboards and integrated alerting for proactive monitoring.
* Contributed to migration and upgrade tasks across .NET versions ensuring backward compatibility and compliance.
* Handled real-time API logging and data stream debugging using **Postman**, **Fiddler**, and **Swagger UI**.
* Used **Cosmos DB** for storing dynamic configuration metadata and optimizing non-relational data scenarios.
* Built scalable UI components for dynamic data entry and policyholder modifications using **Angular** and **Bootstrap**.
* Applied best practices for error handling, exception filters, and centralized logging for all APIs.
* Built reusable custom services in **Angular** to reduce code redundancy and speed up development cycles.
* Created Jasmine and Karma test suites to perform **UI-level testing**, reducing defects in production deployments.
* Engaged in defect triage meetings and RCA (Root Cause Analysis) for critical production issues.
* Improved performance of document generation and email triggers via background job queuing systems.
* Designed and implemented reusable **middleware** components to standardize response formats and handle API exceptions.
* Supported phased rollout of features across **multiple US states**, ensuring stability and compliance with state rules.
* Integrated with internal services to validate policy data, cross-check fraud indicators, and enforce business rules.
* Guided junior developers in understanding enterprise codebase and adapting to GEICO’s coding standards.
* Worked cross-functionally with infrastructure teams to troubleshoot **Azure App Service** outages and SSL issues.
* Coordinated with stakeholders for user acceptance testing, gathering feedback and refining features post-UAT.
* Participated in design discussions for upcoming modules ensuring scalability and cloud-first design patterns.
* Maintained thorough documentation in **Confluence**, aiding onboarding, handover, and cross-team collaboration.

**Environment:** ASP.NET, Angular, React, Entity Framework, C#, JQuery, ADO.NET, .NET Framework 6.0, Visual Studio 2022, Web API, HTML, XML, Web Services, JavaScript, Azure dev ops, SQL SERVER 2019, Cosmos DB, Splunk.

**Geico, IN June 2018 – 2021  
Project: Commercial Auto Insurance  
Role: Sr.Net developer**

**Description:** **The commercial application** is designed for **GEICO’s business customers** to efficiently manage their **insurance policies** and related data. It enables users to **add or update vehicle, trailer, and tractor information**, as well as manage **driver and accident records**. The platform supports recording **trip inspections**, **hours of service logs**, and **environmental spill incidents**. It also handles **liability insurance details**, including coverage for **trailer owners**, and provides management of **rental vehicle coverage**. Additionally, the application allows users to **report and track theft and fire incidents**, offering a **centralized, secure, and comprehensive solution** for **commercial insurance administration**.

**Responsibilities:**

* Implement **new features** and **update existing features** using **ASP.Net** and **Angular**.
* Develop **Web APIs** for **fast** and **secure data access**.
* Write **unit test cases** with **100% code coverage** for **API** and **UI components**; perform **manual testing**.
* Implement **Geico security framework** for all **APIs** and **UI pages**.
* Solve **complex technical issues** and create **documentation** for **future reference**.
* Document **requirements**, **change requests**, and **technical discussions** in **ADO work items**.
* Participate in **API and UI design/development** using **C#**, **ASP.NET**, **Entity Framework**, **Angular**, **JQuery**.
* Conduct **code reviews**, provide/receive **feedback**, and suggest **user experience enhancements**.
* Use **Azure DevOps** for **configuration management**, **work item tracking**, and **release management**.
* Analyze issues with **Splunk**, support **Agile ceremonies**, address **tech debt**, and ensure **timely, quality code delivery**.

**Environment:** ASP.NET, Angular, Entity Framework, C#, JQuery, ADO.NET, .NET Framework 6.0, Visual Studio 2019, Web API, HTML, XML, Web Services, JavaScript, Azure dev ops, SQL SERVER 2019, Cosmos DB, Splunk.

**HCL Technologies, India March 2013 - July 2014  
Project: Campus portal Kenexa  
Role: Lead developer**

**Description:** **HCL Campus** is a live system used internally and externally to manage the entire **campus hiring process** across multiple geographies, from tracking **prospective candidates** to creating **employee records** in the **employee information system**. The system architecture was designed using **ASP.NET**, **MVC**, and **WCF**, integrating platforms such as **SR System** for requisitions and **Kenexa** for LOI acceptance, guarantor forms, service agreements, and compensation releases. It also manages **background verification (BGV)** and **SAP code generation** within **SAP 6.0**. Key responsibilities included **requirement gathering**, **estimation**, **project planning**, **database design**, and **task distribution**. The development lifecycle involved **unit testing**, **code reviews**, **load testing**, **UAT**, and **production releases**, along with managing **pre- and post-release activities** and coordinating with the **billing team**. The project utilized **PM Smart** for **project management**. Additionally, a **campus registration page** was developed where **WCF** pulls candidate data from the **cloud** to the **local intranet** for **senior management review**.

**Responsibilities:**

* **Business requirements gathering** and authored **technical solutions**.
* Designed and developed **web forms** using **C#**, **ASP.NET**, **Entity Framework**, and **JQuery**.
* Built **reusable object-oriented layers** (Business Object, Data Access, Business Logic) for a **robust system**.
* Implemented **ASP.NET validation controls**, **JavaScript client-side validation**, and produced **design artifacts** with **Microsoft Visio**.
* Managed **configuration** with **Team Foundation Server**, supported **production deployments**, and maintained **data operations** using **ADO.NET** and **stored procedures**.

**Environment:** ASP.NET, C#, JQuery, ADO.NET, .NET 4.0, Visual Studio 2012, Web API, HTML, XML, JavaScript, TFS 2012, Oracle 11g, and IIS 7.5

**HCL Technologies, India Jan 2011 – Feb 2013**

**Project: Geo Joining Console**

**Role: Lead developer**

**Description:** Developed the **GEO Joining Console**, a platform to manage and track the onboarding process for **local hires** and **transfer cases** across **Recruitment**, **EHS**, **Admin**, and **IT Services** teams. Integrated with **SAP**, **GAS**, and **Smart Recruit** to auto-fetch new joiner information. Enabled **SAP data uploads** via EHS and provided access to key reports like **I94** and **candidate joining reports**. Implemented automated **email notifications** with credentials for candidates to fill geo joining forms. Supported **SAP code generation** for local hires upon form submission.

**Responsibilities:**

* Played a key role throughout the **entire SDLC** for change requests within the project.
* Collaborated with stakeholders and business analysts to **gather requirements** and translate **business needs into technical specifications**.
* Developed features and user stories using **C#**, **XML**, and **SQL Server**.
* Provided **technical support and mentorship** to team members, along with regular **client interaction**.
* Handled **production support** for complex issues and ensured timely resolution.
* Managed **business user expectations**, ensured **on-time deliverables**, and was a key contributor in the **deployment process** across multiple releases.

**Environment: C#,** Visual Studio .NET 2010, .NET Framework 3.5, Crystal Report, web services, XML, SOAP, IIS 6.0, SQL Server 2008, T-SQL, TFS 2010, MS Entreprise Library, Windows 2003.

**HCL Technologies, India Dec 2006 – Dec 2010**

**Project: Employee Service Portal and LMS system**

**Role: Software Engineer**

**Description:** Developed an **Employee Service Portal** for **HCL** featuring key modules like **Smart Survey**, **Alarm System**, and **Leave Management**. The **Smart Survey** allows **Level 3+ managers** to submit feedback, which is analyzed via **graphical reports** by **senior management**. The **Alarm System** handles **attendance exceptions** (e.g., forgotten ID/punch), with an **approval workflow** enabling **manual timesheet entry**. Admins can track **pending requests**. The **Leave Management** module supports **leave applications**, **status tracking**, and **approvals**, with HR managing records and reports.

**Responsibilities:**

* Gathered and analyzed **business requirements**, and created **detailed design documents**.
* Designed **SQL Server databases** and developed **stored procedures**, **triggers**, **views**, and **functions**.
* Developed **web forms** using **C#.NET**, **ADO.NET**, implemented **validation controls**, **master pages**, and **CSS**.
* Managed **configuration and version control** using **VSS** and provided **production support**.
* Collaborated with **business users**, **client IT managers**, and **stakeholders** for technical solutions and project delivery.

**Environment:** ASP.NET, ADO.NET, SQL Server 2005, .NET 2.0/3.0, Visual Studio 2005, VSS, JavaScript, Web Services.

**Ebookers, UK Jan 2005 – Dec 2006**

**Project: Travel Booking Management System/ FQ Suitcase**

**Role: Software Engineer**

**Description:** Award-winning travel management solution is designed for tour operators, travel agencies, and hotel companies, tailored especially for premium clients like **E-bookers**. It features a **multi-product management system** with integrated modules for **itinerary planning**, **ticketing**, **payments**, **dispatch**, **costing**, and **passenger information**. The **itinerary module** supports detailed bookings including **flights, hotels, insurance**, and **airport transfers**. A built-in **travel funnel service** automatically monitors designated folders for new **online customer bookings**. The system also supports **multi-channel booking integration**, **MIS reporting**, and **third-party connectivity** such as **GDS and payment gateways**, offering a highly automated and scalable enterprise solution.

**Responsibilities:**

* Gathered and analyzed **business requirements** for new enhancements in the application.
* Prepared detailed **design documents** based on functional and technical specifications.
* Developed and enhanced **application screens and processes** using **ASP.NET, VB.NET, JavaScript, and ADO.NET**.
* Designed and modified **database objects** like **Stored Procedures, Views, and Functions** using **T-SQL**.
* Built and maintained **Windows Services** to support backend processing using **VB.NET**.

**Environment:** ASP.NET, VB.NET, ADO.NET, Oracle 8i, SQL Server 2000, XML, HTML, JavaScript, Visual Studio 2003, VSS, Windows 2000