

Neha Gadodia

[LinkedIn](#) | Mumbai, India | neha.gadodia99@gmail.com | +91-9657687158

PROFILE SUMMARY

Results-driven Software Engineer with 4+ years of experience in CRMNEXT development, backend engineering, SQL Server and Oracle database development, and enterprise API integrations across leading insurance clients. Experienced in delivering client-specific CRM solutions using XSLT, XML, JSON, REST/SOAP APIs, and CI/CD pipelines while supporting mission-critical business applications.

CORE COMPETENCIES

SQL Development • CRMNEXT • API Integration • Backend Development • Database Performance Tuning • Stored Procedures • XSLT & XML • REST/SOAP APIs • Production Support • Agile • Client Requirement Discussions • Technical Documentation • Client Interaction • Cross-functional Collaboration

KEY ACHIEVEMENTS

- Delivered CRMNEXT solutions for 4 leading insurance clients using Oracle SQL, SQL Server, EDS, and REST/SOAP integrations.
- Developed and optimized backend database solutions supporting enterprise-scale CRM applications.
- Successfully implemented EDS integrations using XSLT, XML, and JSON to enable seamless third-party connectivity.
- Supported end-to-end delivery from requirement analysis to deployment and production support across multiple insurance projects.

WORK EXPERIENCE

Software Engineer | Acidaes Solutions Pvt Ltd

SBI Life Insurance (Current Client)

Oracle | CRMNEXT

Nov 2021 – Present

- Develop and maintain Oracle SQL scripts, stored procedures, and backend business logic supporting CRMNEXT business workflows.
- Design and implement EDS integrations using XSLT, XML, and JSON based on SBI Life business requirements.
- Develop and validate REST/SOAP API integrations with external enterprise systems using Postman and SOAP UI.
- Analyse CRM integration logs using Kibana to identify issues, validate data flow, and support production troubleshooting.
- Coordinate CI/CD deployments using Jenkins and Rancher, ensuring smooth releases and minimal downtime.

Punjab MetLife Insurance (Previous Client)

SQL Server | CRMNEXT

- Developed and optimised SQL Server stored procedures, SQL scripts, and backend business logic supporting CRM functionalities.
- Implemented EDS solutions using XSLT, XML, and JSON for complex data transformations and CRM integrations.
- Managed application deployments using Jenkins and Rancher, including build deployment and service management.
- Improved SQL Server query performance through indexing, query refactoring, and execution-plan analysis.
- Built and tested REST/SOAP API workflows using Postman and SOAP UI for third-party integrations.

Kotak Life Insurance

Oracle | CRMNEXT

- Delivered major change requests spanning developer reports and EDS enhancements, improving reporting accuracy for business and operations teams.
- Developed stored procedures and RDL reports to ensure accurate, audit-ready functional output.
- Enhanced EDS parameter mappings to align with CRM data standards, reducing downstream mapping errors.

Tata AIA Life Insurance

SQL Server | CRMNEXT

- Served as primary developer leading end-to-end development across multiple CRM modules, from requirement analysis through deployment.
- Designed stored procedures, database objects, and integration components supporting core policy-servicing workflows.
- Built EDS workflows using XSLT, XML, and JSON to automate CRM policy processes and reduce manual data handling.
- Created and validated API payloads using Postman and SOAP UI to confirm end-to-end integration correctness prior to release.
- Authored technical documentation, mapping sheets, and unit test reports that improved knowledge transfer and reduced new-developer onboarding time.

TECHNICAL SKILLS

Databases	SQL Server, Oracle SQL, MySQL, Stored Procedures, Functions, Query Optimisation & Performance Tuning
Integration / EDS	External Data Sources (EDS), XSLT, XML, JSON, REST APIs, SOAP, Integration Workflow Design, Data Mapping & Transformation
API Testing	Postman, SOAP UI, API Payload Design & Validation
CRM Platform	CRMNEXT (GB8 Processes), CRM Configuration, Data Migration & Validation
DevOps / Tools	Jenkins, Rancher, Kibana, Redshift Console
Cloud	Microsoft Azure (Certified Database Administrator Associate)
Practices	Agile/Scrum, JIRA, Technical Documentation, Unit Testing, Root-Cause Analysis
AI / Gen AI	Generative AI Fundamentals, Prompt Engineering, AI-Assisted Development & Documentation Workflows - Claude, Gemini, ChatGPT, Google AI Studio, Copilot

CERTIFICATIONS

- Microsoft Certified: Azure Database Administrator Associate
- Generative AI Bootcamp (3-Day Intensive Program)
- NSDC/Skill India Certified — Generative AI Program (Grade A)

EDUCATION

Master of Computer Applications (MCA)	July 2022
Bharati Vidyapeeth's Institute of Management and Information Technology CGPA: 9.34	
Bachelor of Science in Information Technology (BSc IT)	May 2019
K J Somaiya College of Science & Commerce CGPA: 8.27	