

# JESSICA CLAIRE

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## SUMMARY

- 14+ years of technology services experience including global clients like Westpac, GE, Suncorp, AIB and NAB.
- Working as Technical Lead cum Consulting Manager on One Bank Platform (New Lending Origination Platform) for Westpac, St George, Bank of Melbourne & Bank SA catering to more than 5000+ bankers & brokers on the system.
- Proven track record of delivering successful solutions for clients using Oracle Fusion & Java applications for over 10 years.
- Expertise in leading and managing a team of developers to deliver high-quality solutions on time and within budget.
- Extensive understanding of Oracle Banking Platform and third-party integrations
- Worked as the technical architect for the General Electric – Oracle HR development team with a client-facing role for effort estimation of new projects, delivery and RTS changes.
- Skilled in analyzing complex business requirements and designing innovative and effective solutions to meet them.
- Experience in working with stakeholders at all levels, including business users, executives, and IT teams.
- Strong communication and presentation skills, with the ability to clearly articulate technical concepts to non-technical stakeholders.
- Proficient in using Oracle development tools such as Oracle Application Development Framework (ADF), Oracle SOA Suite, Oracle Developer Cloud Service and Oracle Fusion Middleware.
- Keen understanding of industry best practices and standards, including Agile development methodologies, ITIL, and ITSM.
- Accomplishments in creative problem-solving and cost-effective improvements in process and quality.
- Extensive experience in the Banking and Financial sector which includes Loan Origination, Settlement and Servicing processes.

## EXPERIENCE

10/2020 to Current     **CONSULTANT**

**Parametric Technology Corporation** – Foster City, CA

- Currently working for Westpac in Customer Service Hub project – One Bank Platform (New Lending Origination Platform) as Consultant Manager & Technical Lead catering to 5000+ bankers & brokers on the system. Extensive understanding of Oracle Banking Applications including third-party integrations.
  - Leading a team of developers, providing guidance and support in designing and developing solutions using Oracle Fusion applications.
  - Formulated and define systems scope and objectives for complex high-impact application enhancements and problem resolution through in-depth analysis and evaluation of complex business processes, systems, and industry standards; documents requirements.
  - Analyzing and gathering requirements from stakeholders to understand business needs and identify the appropriate solutions.
  - Designing and developing solutions using Oracle Fusion applications to meet business requirements, ensuring that they are scalable, maintainable, and adhere to best practices.
  - Collaborating with other teams, such as project managers, developers, and quality assurance, to ensure successful delivery of projects.
  - Identified risks, vulnerabilities, and security issues; communicated impact; proposed risk mitigation options.
  - Solved complex customer issues using methodical troubleshooting based on expert knowledge of Oracle Banking Platform
  - Embedded and improved an agile and continuous delivery way of working.
  - Conducting code reviews to ensure that the team is adhering to coding standards and best practices.
  - Developing and maintaining documentation related to the solutions, such as design documents, technical specifications, and user manuals.
- Participating in the testing and quality assurance process to ensure that the solutions meet the desired quality standards.

11/2018 to 10/2020     **Software Development Associate Manager**

**Electric Reliability Council Of Texas** – Taylor, TX

- Worked for Westpac project in CSH OBP Release Change (Development Team) as Onshore Manager catering to 5000+ bankers & brokers on the system. Extensive understanding of Oracle Banking Applications including third-party integrations
- Driven team towards self-sufficiency from ground zero to current state wherein more than 90% of the development work is carried through Agile Methodology and completed in due time
- Ensured consistent MTTR for complex issue resolutions below 1.5days (Group Tech SLA being 7 days and Buss SLA being 2 days)
- Technical lead for the Westpac development team with a client-facing role for estimation, RTS changes, deliverables, and project risk management using agile best practices.
- Provided thought leadership and championship in process improvement to automate, standardize, and document app development tasks
- Developed health monitoring alerts and dashboards on AppDynamics, Splunk & Aternity for proactive monitoring and assessment & prioritization
- Maintained effective relationships with core and extended program team members, peers, senior stakeholders, and business managers

04/2015 to 11/2018     **Software Development Associate Manager**

**General Electric** – City, STATE

- Worked as Technical Architect (& Project Lead) for GE OHR development team in a multi-vendor agile development environment.
- Conducted deep dive architectural review of critical HR Data Management application and worked towards short-long term improvement of application thereby improving performance by 30%
- Worked on multiple quarterly/monthly releases as part of engagement and delivered on various complex use cases.
- Worked closely with the client's Security compliance team to achieve adherence to ISO Principles and guidelines.
- Collaborated with Principal Architects to ensure ADF application and architecture alignment with high-quality output conforming to corporate IT standards and roadmaps.
- Led a team of developers and technical leads across multiple vendors being a single point of contact for client
- Designed automated code compliance process for ADF and SOA projects.
- Designed WebLogic monitoring framework and migration strategy using WLST, ADF, and JAVA.
- Designed Jenkins pipelines for continuous integration and DevOps for SOA and OSB.

11/2008 to 04/2015     **Senior Application Developer**

**Oracle Financial Services Software Limited** – City, STATE

- Worked on In-house Banking Product “Oracle Banking Platform” for releases developed and implemented across the globe for NAB, Suncorp, AIB & U-Bank
- Oracle Banking Platform Product Releases (Nov 08 – Apr 15)  
Was part of OBP Product development during this timeframe. Worked for the most part in the Loans, Origination & Content module. Worked in the delivery of features like Account Configuration, Settlement Pay-out, Loan Serve, Repayment, Partial Payoff, Redraw, EFS, etc.
- OBP Version 4.0 (R2.3): Worked on Internal Refinance functionality across account configuration & settlement pay-out, any-day reversal and major UX changes across the board were the highlight of this release
- OBP Version 3.0 (R2.2): Back-Dated transaction support as required for Suncorp bank. Developed Manage Loan Account (Loan Serve) which had the entire loan transactions clubbed into one screen with the handling of authorization & security configured in it.
- OBP Version 2.0 (R2B): Involved in the development of a fully functional loan module integrated with Origination, e-pricing, LCM, Collections, Asset Classification, and other modules. Designed approach for Complex loan use cases such as integration with Interest module, schedule generation, and calculation, overdraft to term loan creation, arrears and appropriations, settlement pay-out, etc. Designed & developed whole account creation flow (very Complex) and disbursement flow using Oracle ADF.
- OBP Version 2.0 (R2A): This release involved the addition of CASA, TD modules, and some new features in the Loans Module-specific to NAB. Integration of inter-module communication. Involved in Integration with other modules like Content, Pricing, Interest and accounting, Settlement, Demand deposits, etc. Designed various Task flows, Templates & Declarative Components in Oracle ADF.
- OBP Version 1.0 (R1): This release involved Further customization of 3.2 Flex Cube to 4.0 (Loans Module) and some new development specific to NAB. Developed API for Redraw and repayment transactions. Developed the UI for both. Exposure to Oracle's ADF framework. Created various Junit test cases.
- Oracle FlexCube 3.2 (AIB): The business logic of the previously present lending module was procedure based. The team worked to rewrite the business logic in JAVA, using hibernate. This change transformed the module into an easily maintainable, database-independent, and less complicated design. This involved integration of newly reengineered loan modules with already existing products.

## SKILLS

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|---|---|
| • Java (J2SE) & Hibernate Framework, Java Design patterns   | • WebLogic, Tomcat, IBM console, Websphere MQ   |
| • Oracle ADF, Service Oriented Architecture, Oracle Service Bus, Web Services, JackBe Presto & Cloud technologies | • Eclipse 3.x, Oracle JDeveloper  |
| • HTML, Java Script, JSON, XML, Angular JS, HTML5, CSS3   | • Aternity, Splunk & App Dynamics, Batch/Shell scripts, SVN, Log4J, ANT, Quest Central, Bit Bucket, Jenkins, WLST Scripting |
| • Oracle 10g/11g & 12c, IBM DB2, OID, OAAM, BIP, NetIQ, LDAP  |   |

## ACCOMPLISHMENTS

- Multiple Leading Change Awards for FY21/22, Westpac Bank
- Consecutive Performing Awards for FY20/21/22, Westpac Bank
- “FY19 Q2 Accenture Celebrates Excellence” award for outstanding performance
- Consecutive 'Distinctive Achievement' recognition, Accenture (General Electric) for Nov2016, Nov2017
- Received multiple client appreciations from Westpac End
- “Extra Miler” Award, Accenture (GE)–June 2017
- Awarded with 'Automation and Innovation Expert' for June2017-18 by Accenture.

## CERTIFICATIONS

Oracle SOA Suite 11g Certified Implementation Specialist Certification  
Oracle ADF 11g Certified Implementation Specialist Certification  
Oracle OSB 11g Certified Implementation Specialist Certification  
Process: Agile Delivery Foundation  
Sun Certified Java Developer Certification (SCJP)  
ITIL Foundation Certification  
ITIL 2011 Certificate in IT Service Management  
Digital: Cloud Computing (General) Foundation  
ASCENT- The Foundation for your Leadership Journey

## EDUCATION AND TRAINING

05/2008	<b>Bachelor of Engineering: Electronics And Tele-Communication</b> <b>RTMNU University</b> - India
04/2004	<b>High School Diploma</b> <b>Kendriya Vidyalaya No.1</b> - Bhopal, India
04/2002	<b>Secondary School Certificate</b> <b>Bishop Cotton School</b> - Nagpur, India

## LANGUAGES

<b>English:</b>	<b>Hindi:</b>
<b>Negotiated:</b>	<b>Negotiated:</b>
<b>Marathi:</b>	
<b>Negotiated:</b>	

## ADDITIONAL INFORMATION

- Marital Status : Married
- Date of Birth : 26th May 1986
- Nationality : Indian
- Passport : R7033842
- Visa : Bridging Visa A for Subclass 190 (Skilled Nominated PR)