**K Bharath Narayana**

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**PROFESSIONAL SUMMARY:**

* Total 13+ years of Professional IT experience in both Application production support and Development. Core expertise areas are **TIBCO-Business Works 6.x,5. x.**  and TIBCO-Enterprise for JMS, TIBCO-Enterprise Message Service and Web Services as developer with **SOAP and Rest** and API management. Knowledge on Mule ESB 4.0. Predominantly worked in the Logistics, Healthcare, Life Insurance and Vehicle Insurance domains.
* A technically sound, adaptable & enterprising person professional, thoroughly exposed to various aspects of the software development cycle including its analysis, documentation, designing, coding and testing.
* Extensive experience in installation, configuration, deployment and troubleshooting TIBCO Active
* Enterprise Suite of applications TIBCO BusinessWorks, TIBCO Designer, TIBCO EMS, TIBCO Administrator.
* Excellent hands-on experience in Web Services using SOAP, WSDL and Schemas XSD with strong skills in understanding and implementing Service Oriented Architecture (SOA).
* Good knowledge of REST and JSON Palettes.
* Highly skilled and results-oriented Business Analyst with over 13 years of experience in business analysis and project management. Proficient in TIBCO BusinessWorks (BW) with a strong background in enterprise integration, process automation, and data management.
* Actively participated in requirement analysis, technical implementation, test execution, post implementation support, client engagements, resource analysis, and quality control
* Hands - on experience in TIBCO Products - Business Works, EMS, Administrator, Web Services, Adapters, Business Connect, BW Plugin for REST and JSON
* Worked at client locations and has a good exposure in client interactions
* Efficiently functioned in the role of an Onsite Coordinator
* Possessed sound understanding of technology with excellent problem solving and communication skills
* Ability to adapt in demanding, fast-paced environments requiring highly adaptive, flexible, and resourceful technical and management skills.
* Expertise in using messaging standards such as JMS and TIBCO EMS for developing distributed applications.
* Knowledge in using TIBCO Administrator for User Management, Resource Management and Application Management.
* Excellent hands-on experience in XML related technologies that include XML, XSD, DTD and XPATH.
* Worked with Global variables, Shared Variables, Job Variables as part of the process definition for Integrations.
* Experience in writing Database Queries, Stored Procedures using SQL Server.
* Build and Deployed EAR files using TIBCO Designer and Administrator.
* Highly intuitive, self-motivated and energetic team player and adaptable to challenging environments.
* Well versed in various TIBCO suits of products as well as understanding the basic layering and Middleware role in Enterprise Application Integration.
* Experienced successfully in handling IT projects both as a team player as well as individually.
* My spare time activities include reading Book, giving an ear to music & trying hands on cooking. While my sporting interest lies in Badminton and TT.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Language | SQL, Core Java |
| Web Technologies | Web Services, XML, HTTP, SOAP, and WSDL, API’s |
| Database and tools | SQl Developer |
| Tools | SOAP UI, Postman, GIT Hub, Jenkins, ItnelliJ IDE, GIT LAB, Ser |
| Middleware Tools | TIBCO-Business Works, TIBCO Admin as developer, TIBCO-Enterprise for JMS as developer, TIBCO-EMS as developer. |

**CERTIFICATIONS:**

Oracle 11g SQL fundamentals

**PROFESSIONAL EXPERIENCE**

**Project Experience #11**

**CareFirst, MD March 2023 to Nov 24**

**Project Title: Facets Claims Modernization**

**Sr. TIBCO Developer**

**Description:** Implement application changes to consume end system changes from oracle database to SQL server and soap services to rest services.

**Roles & Responsibilities:**

* Building the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Building the Interface's as per the business requirements.
* Worked on several pallets including Soap, WSDL, JDBC, Service, XML Activities, REST and JSON.
* Developed the Process Flow Diagrams to specify Business Logic Flow model.
* Generated various XML Schemas as per the mapping involved in the process flows from the integration perspective.
* Participated in establishment of processes and suggested ways to improve them.
* Help UI team to configure request response schemas to consume TIBCO Services.
* Unit and Integration testing of Application.
* Build and Deployed EAR files using TIBCO Designer, Administrator.
* Testing the developed interface.
* Fixing Defects and making application production ready.

**ENVIRONMENT:** TIBCO 5.13 Business Works, TIBCO Admin, EMS, Oracle, TIBCO BWPM.

Project SIZE/Module Size 3/1

**Project Experience #10**

**CEVA Logistics June 2022 to Jan 2023**

**Project Title: CEVA L2/L3 Support**

**TIBCO Lead**

**Description:** CEVA Logistics is a global logistics and supply chain company in both freight management and contract logistics with US$12 billion in revenues. Its head office is in Marseille, France, and it was founded in 2007, as a merger of TNT Logistics and EGL Eagle Global Logistics

**Roles & Responsibilities:**

* Supporting business issues and technical issue on 24/7 shifts.
* Monitoring the whole Integration system proactively to identify the issue before any customer impact and find a solution.
* Conducting RCA’s on repeating issue and coordinating with development team to get the issue fixed permanently thorough work order.
* Sending the issue updates to the Service management and trading partners with a clear explanation of the issue and the solution for the same.
* Responsible to create and Implement the design of TIBCO logging library.
* Developed business processes by configuring shared resources, creating process definitions, creating activities and configuring message transports using TIBCO Business Works.
* Worked on pallets Java Code and Java Method, Share Variable, XML Activities, HTTP.
* Get KT on various messages used from development team and document them.
* Form an offshore support team and Conduct Knowledge Transfer Sessions to the new team.
* Resource management – Shift planning and rotations, escalation management
* Coordination with Operations team for critical issues.
* Post implementation support.
* As per ITIL standards KPI, SLA and KEDB reports are created and maintained.
* Attended Internal Audits and metrics submission.
* Performed downtime activities in XIB.

**ENVIRONMENT:** TIBCO 5.13 Business Works, TIBCO Admin, EMS, Oracle.

Project SIZE/Module Size 10

**Project Experience #9**

**ALLSTATE Mar2022 to June 2022**

**Project Title: Migration from 5.x to 6.x**

**Senior Consultant**

**Description:** Version Migration.

**Roles & Responsibilities:**

* Design the Technical Design Documents for the TIBCO interfaces as per the Migration requirement.
* Build the components in 6.x and deploy them in TEA and some on AWS EKS
* Unit testing and QA test support.
* Design and develop the Tibco middleware services
* Reconstruction to make the solution scalable
* Developed REST interfaces to enable the Referral Hub Application for clients using REST invocation.
* Updated services using JMS-MQ connections to use MQ Plugin activities and to support TLS.
* Pre-Deployment and Post deployment support
* Knowledge transfer to Prod Support Team.

**ENVIRONMENT:** TIBCO 6.x Business Works, TEA, AWS, EMS, Oracle

Project SIZE/Module Size 3/3

**Project Experience #8**

**ALLSTATE June 2017 to May 2022**

**Project Title: Policy Integration**

**Senior Consultant**

**Description:** Enabling customers to electronic mails and send notifications on their activities on billing and policy endorsements.

**Roles & Responsibilities:**

* Design the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Build TIBCO Components, SOAP and REST API’s as per BRD.
* Unit testing and QA test support.
* Designing and developing the middleware interfaces using TIBCO Products.
* Enhanced the AUDIT and ERROR logging in Client interfaces interacting with upstream systems.
* Pre-Deployment and Post deployment support
* Knowledge transfer to Prod Support Team
* SSL Certificates maintenance for all the Default Servicing applications.
* Provide assistance to the Platform team for any server, product and DB maintenance activities.
* Handle any Adhoc requests to the TIBCO Support team.
* Interaction with Source and Target teams for any
* Knowledge on API Management tools like Layer 7, Flipper and Apigee.

**ENVIRONMENT:** TIBCO 5.14 Business Works, TIBCO Admin, EMS, Oracle, API’s.

Project SIZE/Module Size 3/3

**Project Experience #7**

**ALLSTATE June 2017 to May 2022**

**Project Title: Work Enablement Automation-WEA**

**Senior Consultant.**

**Description:** Perform data enrichment of Web Service Request forms and insert the form elements into an Oracle database for additional analysis.

**Roles & Responsibilities:**

* Design the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Build TIBCO Components as per BRD.
* Unit testing and QA test support.
* Supported the New Confidential BIC change program.
* Interaction with upstream and downstream teams for any dependencies for the issue resolution.
* Perform Unit Testing of the TIBCO applications and supporting Testing team and users during various levels of testing.
* Engaged in requirement analysis, design and development of the New Tibco Interfaces.
* Development of Change Requests (CR) and coordinate with Platform team for the CRs roll outs in Production
* Provide Support for any issues reported to the TIBCO Support group.
* dependencies for the issue resolution.
* Pre-Deployment and Post deployment support
* Knowledge transfer to Prod Support Team

**ENVIRONMENT:** TIBCO 5.14 Business Works, TIBCO Admin, EMS, Oracle

Project SIZE/Module Size 2/2

**Project Experience #6**

**CareFirst – U.S. November 2016 to June 2017**

**Project Title: Facets PBM Accums Integration SIT Support**

**Associate**

**Description:** Migration of code form Informatica to TIBCO with addition requirements

**Roles & Responsibilities:**

* Building the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Fixing Defects and retesting in local and Dev region

**ENVIRONMENT:** TIBCO 5.9 Business Works, TIBCO Admin, EMS, Oracle, TIBCO BWPM, SAP Adapter

Project SIZE/Module Size 2/2

**Project Experience #5**

**CareFirst – U.S. September 2016 to November 2016**

**Project Title: PCMH Home Page Upgrade**

**Associate**

**Description:** Added new screens for PCP users referring to the existing user implementation using rest service.

**Roles & Responsibilities:**

* Building the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Building the Interface's as per the business requirements.
* Testing the developed interface.
* Fixing Defects.
* Supporting business issues and technical

**ENVIRONMENT:** TIBCO 5.9 Business Works, TIBCO Admin, EMS, Oracle, TIBCO BWPM.

Project SIZE/Module Size 2/1

**Project Experience #4**

**CareFirst – U.S. June 2016 to August 2016**

**Project Title: Facets PBM Integration**

**Associate**

**Description:**

Eligibility data file of the members or groups were be generated from the data available in Facets

In addition, send it to CVS in a fixed format file by applying business rules on daily, monthly and Adhoc basis.

**Roles & Responsibilities:**

* Building the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Building the Interface's as per the business requirements.
* Testing the developed interface.
* Fixing Defects.
* Supporting business issues and technical

**ENVIRONMENT:** TIBCO 5.9 Business Works, TIBCO Admin, EMS, Oracle, TIBCO BWPM.

Project SIZE/Module Size 7/3

**Project Experience #3**

**CareFirst – U.S. Aug 2015 to April 2016**

**PROJECT TITLE: Provider Administrative Efficiency and Accuracy Program**

**Associate**

**Description:**

Provider Incentive (AEA): Administrative Efficiency and Accuracy program (AEA Program), which encourages provider to improve administrative efficiency, while saving the time and increasing the accuracy of their data.

The AEA program focuses on three area, designed to improve healthcare administration:

* Use of Electronic Data Interchange to file claims with CareFirst.
* Use of Electronic Funds Transfer and Use of Electronic Remittance Advice to Accept payment from CareFirst and an electronic Notice of Payment (NOP).
* Frequent attestations/Updates of information in CAQH

In an effort to incentivize providers to comply with CareFirst’s requirements for electronic data interchange, a program has been initiated that will calculate the provider’s electronic compliance ratio and apply a corresponding percentage decrease to their fee schedule for each area in which there are found to be non-compliant.

**Roles & Responsibilities:**

* Building the Technical Design Documents for the TIBCO interfaces as per the Business Requirements.
* Building the Interface's as per the business requirements.
* Testing the developed interface.
* Fixing Defects.
* Supporting business issues and technical

**ENVIRONMENT:** TIBCO 5.9 Business Works, TIBCO Admin, EMS, Oracle, TIBCO BWPM.

Project SIZE/Module Size 2/1

**Project Experience #2**

**GENZYME – U.S. Dec 2014 to May 2015**

**Project Title**: **Genzyme\_Business Analyst & TIBCO Support**

**Associate**

**Description:**

Genzyme has pioneered the development and delivery of transformative therapies for over 30 years. Founded in 1981 in Boston, Massachusetts, Genzyme evolved from a tiny start-up with just a handful of employees to one of the world's leading biotech companies. Acquired by Sanofi in 2011, Genzyme now benefits from the reach and resources of one of the world’s largest pharmaceutical companies, with a shared commitment to improving the lives of patients.

**Roles & Responsibilities:**

The project aims to develop interfaces/services for various applications for Genzyme. I have been working on the support and Admin related activities.

I have been responsible for the following roles:

* Conducted thorough analysis of business requirements and translated them into technical specifications for TIBCO BW integration projects within the pharmaceutical industry.
* Designed and implemented end-to-end integration solutions using TIBCO BW to streamline business processes and enhance data flow, specifically in pharmaceutical research and development.
* Collaborated with stakeholders to identify opportunities for process automation and improvement, resulting in increased efficiency and reduced operational costs in pharmaceutical manufacturing and distribution.
* Managed multiple projects simultaneously, ensuring timely delivery and adherence to project scope, budget, and quality standards.
* Developed and maintained comprehensive documentation, including requirements specifications, process flow diagrams, and test plans for pharmaceutical compliance and regulatory requirements.
* Provided training and support to end-users, ensuring successful adoption of new systems and processes tailored to the pharmaceutical sector.
* Conducted root cause analysis and resolved issues related to integration and data management, improving system reliability and performance in clinical trials and drug development.
* Release of the related requirements.
* Fixing CR.
* Deployment of EAR using pearl script.

**ENVIRONMENT:** TIBCO BW, TIBCO Admin, TIBCO EMS

Project SIZE/Module Size 7/2

**Project Experience #1**

**WWL – U.S. May 2011 to Nov 2014**

**Project Title: WWL Global Support**

**Programmer Analyst**

**Description:**

Wallenius Wilhelmsen Logistics is a privately held company, headquartered in Oslo, Norway. The company has regional headquarters in Tokyo, Japan and Woodcliff Lake (NJ), USA.

WWL’s sophisticated supply chain solutions ensure an efficient integration of ocean transportation, inland distribution, terminal handling, processing and a comprehensive range of technical services. The company has a strong environmental focus and is an industry leader in developing innovative solutions to reduce its operational impacts on the environment.

**Roles & Responsibilities:**

As a Sustain Team member, I have been responsible for the following roles:

* Supporting business issues and technical issue on 24/7 shifts.
* Monitoring the whole Integration system proactively to identify the issue before any customer impact and find a solution.
* Conducting RCA’s on repeating issue and coordinating with development team to get the issue fixed permanently thorough work order.
* Sending the issue updates to the Service management and trading partners with a clear explanation of the issue and the solution for the same.
* Get KT on various messages used from development team and document them.
* Form an offshore support team and Conduct Knowledge Transfer Sessions to the new team.
* Resource management – Shift planning and rotations, escalation management
* Coordination with Operations team for critical issues.
* Post implementation support.
* As per ITIL standards KPI, SLA and KEDB reports are created and maintained.
* Attended Internal Audits and metrics submission.
* Performed downtime activities in XIB.

**ENVIRONMENT:** TIBCO-Admin, TIBCO-Enterprise Message Service, SQL and Web Services.

Project SIZE/Module Size 14/7

**EDUCATION**

* NIET, Hyderabad/JNTU 2006-2010

B-Tech. (ECE)