Robert Smith

Sr. Programmer/Project Leader

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SUMMARY

Over 13 years of extensive experience in Application Support/Technical lead, which includes applications related to supply chain and health care industry. High-energy and results-focused performer growing in quick succession to manage senior responsibilities with Organizations of repute. Good blend of business, technical and managerial experience. Hands-on experience both as a Functional as well as Technical Lead.

SKILLS

Soap, Soa, QA, Tibco EMS, Salesforce Qa, JIRA, Jama, Selenium, Para Soft Soa, Selenium IDE, Selenium, HP Service Test, PL/SQL, VB Script, Javascript, Rally, HP ALM, QC, SCTM, SVN

WORK EXPERIENCE

Sr. Programmer/Project Leader

ABC Corporation - April 2007 – Present

- Involved in full-cycle onboarding of new customers from blueprint till post-go-live support.
- Involving in requirement gathering, preparation of functional specifications, test scripts and user training documents, involved in the testing of various objects.
- Attending daily scrum calls, sprint planning, and sprint retrospect meetings.
- Involved in creating and loading new master data in sterling WMS round the clock production support and on-call for the sterling WMS production issues involved in debugging the application server logs to find the root cause of the reported issue worked along with the dba teams to find the root cause of the connection pool issues.
- Identifying the root cause for continuous server crashes by constantly monitoring the CPU usage and verifying the application server log.
- Additional responsibilities included incident and problem management of the CIL (critical inventory logistics) and fulfillment customers.
- Interacted with internal/external senior management client-side and organization side.

Consultation Project Lead

ABC Corporation - November 2004 – April 2007

- Integrated with project, technology and business partners to manage the projects and be proactive in gathering status updates from partners, while minimizing the impact.
- Executed on Enterprise Change Management requirements.
- Facilitated communication, influence and negotiate both vertically and horizontally to obtain agreement between partners.
- Established and provided supporting documentation for governance routines.
- Responsible for establishing status templates and weekly status update routines.
- Coordinated technical reviews with other IT groups to develop and document technical architecture and design.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

B.E in Mechanical Engineering - 2003 (Bangalore University)Masters in Project Management - (NORTHEASTERN ILLINOIS UNIVERSITY)Certification - (Villanova University)