**CURRICULUM** **VITAE**

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**PERSONAL SUMMARY**

A hard-working employee who consistently performs multiple duties in a respectful and professional manner. I have ability to work independently, within a team and self-motivated individual with a passion to research and implement new ideas. Have strong problem solving, analytical skills and capable to develop the products with the new leading technologies.

Apart from the self-motivating, I can also motivate team to do better, make sound decisions and work with managers and team at all levels of responsibility. Right now, I'm looking for an opportunity that will reward me accordingly for my abilities, commitment and hard work.

**WORK EXPERIENCE**

**Company**: **In Solutions Global Pvt Ltd**

**Position**: Java Software Developer

**Duration:** Sep 2020 to Present

**Project**: United Payment Interface

UPI is an application which was used by the customers to make and receive payments. UPI also provides services like payments, balance enquiry, accept or decline payments, to recharge and paying bills.

**Payments**: User can make payments through any of the following

* Virtual Payment Address (VPA) or UPI ID: Send or request money from/to bank account mapped using VPA.
* Mobile number: Send or request money from/to the bank account mapped using mobile number.
* Account number & [IFSC](https://en.wikipedia.org/wiki/Indian_Financial_System_Code): Send money to the bank account.
* [Aadhaar](https://en.wikipedia.org/wiki/Aadhaar): Send money to the bank account mapped using Aadhaar number.
* QR code: Send money by QR code which has enclosed VPA, Account number and IFSC or Mobile number.

**Roles and Responsibilities:**

* Training and mentoring new joiners based on the requirements of the project.
* Designing API specs for the project and designing a document for the project.
* Scheduling requirement gathering meetings to understand the requirements and clarifying them if required.
* Attending daily standup meeting.
* Using appropriate technology for developing the application.
* Follow adverse event workflow procedures.
* Coordinate and manage project related issues.
* Providing accurate information to senior managers on key issues.
* Adhering and coordinating timelines in an agile environment.

**Project**: PMO

PMO- PMO is a tool which updates day-to-day activities of the Project Management Office to ensure that programs and projects meet organizational goals.

**Roles and Responsibilities:**

* Created new workflow using webhook.
* Merged PMO with an internal application (Empower).
* Scheduling daily standup meeting.
* Did a round of unit testing for all the classes and accordingly made changes to the old code.
* Follow adverse event workflow procedures.
* Coordinate and manage project related issues.
* Providing accurate information to senior managers on key issues.
* Adhering and coordinating timelines in an agile environment.

**Company**: **Tata Consultancy Services under payroll of VHS Consulting Private Limited**

**Position**: Java Developer

**Duration**: Nov 2018 to Oct 2019

**Project**: FLS – First Line Support

FLS is a local application which was used by the agents for resolving customer queries. With this application agents are used to resolve the different types of customer related queries. In that, we are having different types of modules like Home Insurance, Renewal.

**Home Insurance:** Home Insurance is part and parcel of FLS application, with this module, when customer requests for Home Insurance due to any of the reasons like floods, tsunami and any other natural hazards, agents will verify the cause and address to check whether the request falls into insurance clause. Once it is verified, quotes will be given to the customer depending on the damage occurred.

**Renewal**: Renewal is part and parcel of FLS application, with this module, when customer requests for renewal of insurance, we will cross verify the claims and based on the claims, the renewal quote will be changed using a mathematical calculation method.

**Roles and Responsibilities:**

* Training and mentoring new joiners based on the requirements of the project.
* Scheduling requirement gathering meetings to understand the requirements and clarifying them if required.
* Scheduling daily standup meeting.
* Using appropriate technology for developing the application.
* Follow adverse event workflow procedures.
* Coordinate and manage project related issues.
* Organizing Sprint planning, Sprint Review and Product backlog refinement meetings.
* Providing accurate information to senior managers on key issues.
* Adhering and coordinating timelines in an agile environment.

**Company**: **Synchrony International Services Private Limited**

**Position**: Java Developer

**Duration**: Oct 2015 to Oct 2018

**Project**: Workstation

Workstation is a local application which was used by the calling and non- calling people for resolving customer queries. With this application agents are used to resolve the different types of customer related queries. In that, we are having different types of modules like CDD, Call Transfers, CCRP.

**CDD**: Change Due Date is small application, which is part and parcel of workstation application, with this module, when end customer calls to customer care for Bill cycle change, agents will change bill cycle date, by using change due date module. In Change due date module, we had 3 subparts

* Change Due Date Eligibility
* Change Due Date Execution
* Promotions

**Due Date Eligibility:** While changing the bill due date, we need to consider, whether end customer had any request in the past 12 months. If he had already changed, bill cycle date, system should not allow once again with in the 12 months of duration. One major thing will be the Client also must allow the customer to change Bill cycle date. For Example: Lowe’s had 26 days of time after the bill generation. Walmart had 23 days of time to pay the bill, after the bill generation. Like this we had different time gap, based on the clients.

**Due Date Execution:** As per the request from end customer, agent changes the bill date, with execution service. In this process, we need to take care about the user related promotions, when we select one due day among the list of eligible due days. In backend logic we will calculate any impact is there on the promotions are not will check. When there is no impact on the promotions, we will not high late anything related promotions, but in case of any impact, we are going to Extend promotions related Expiry dates. Like this we are going to handle the Change Due Date module.

**Roles and Responsibilities:**

* Participation in requirement gathering meetings to understand the requirements and clarifying them if required.
* Participation in daily standup meeting.
* Participation in Sprint Retrospective.
* Used appropriate framework for developing the application.
* Developed various classes and methods that construct the business logic using JAVA/J2EE
* Used SQL queries in Oracle 11g for data retrieving, querying, storage and manipulation.

**Skills:**

Java, Spring MVC, Spring Boot, Angular Js ,SQL, PLSQL, PostgreSQL, Oracle, Hibernate, AJAX, Maven, JIIRA, Agile.

**ACADEMIA**

* 74% in Bachelor of Technology (Computer Science of Engineering) from Kaushik College of Engineering, JNTU Kakinada University, Visakhapatnam, Andhra Pradesh.
* Intermediate from Sri Chaitanya College, Visakhapatnam with 94%.
* Secondary School (10th) from Mohan Secondary public school, Visakhapatnam with 91%.

**PROFESSIONAL ACHIEVEMENTS:**

* Awarded as a team in launching Synchrony Innovation Station with best quality platform within time.
* Given highest productivity without any bugs on a single day when there is an emergency release.

**KEY SKILLS:**

* Prioritizing important tasks and ensuring they are achieved properly.
* Always focused to improve productivity, quantity and quality of work.
* Able to work in a busy, fast moving and target driven environment.
* Always willing to step in and proactively help the team to meet the deadlines.
* Willing to challenge current methods of work and to then identify, recommend and implement practical improvements.

**PERSONAL ATTRIBUTES:**

* Willingness of knowing and learning new things.
* Goal oriented, results achiever, Meeting deadlines.
* Active in curricular as well as co-curricular activities.

I hereby declare that the above written particulars are the best of my knowledge and belief. Promising my complete co-operation at all times and hoping for the same in return.

-Harika Rani Kucharlapati