

An agile leader inspiring people to develop digital business capabilities by adopting emerging technologies, culture of accountability, and collective intelligence. Possesses 15 years of experience in IT strategy, business transformation, software life-cycle management, and product development across multiple geographies and domains.

Professional Experience

Technology Lead , Infosys Limited

Dec 2010 - Jan 2022
India & USA

Technical Architect - Retail (Point of Sale)

- Designed,customized Tax Invoicing System as part of Global expansion and integrated government & downstream Finance applications. Implemented the stitching APIs, automated retry, Error handling & Reporting system.
- Conceptualized and created an automatized solution to identify missing translations for any End user facing messages and publishing proper ones to ensure effective User experience for all global customers and store front users. Achieved seamless production deployment with **Zero downtime**.

Technical Consultant - Retail (Point of Sale)

- Customized Payment module to support new & latest Bluetooth Payment device and automated solution to upgrade hardware versions and maintenance of different types of devices across multiple global stores, and ensuring zero production downtime.
- Achieved Client recognition and appreciation for delivering seamless improvement solutions well timed.

L2 Production Support Lead - SCM (Warehouse)

- Solved complex recurring issues & implemented enhancements in a timely and accurate manner through active troubleshooting, root cause analysis & monitoring.
- Managed & lead team of 12 fresh graduates, mentored and built a capable Production support team and SMEs. Responsible for maintaining and created Knowledge Based Articles.
- Assisted L3 Support for complex issues including manufacturing site visit, gathering production data & end user concerns, issues & providing analysis with statistics and insights to adhere & enhance application quality.

Technical Lead - Retail (Online Shopping)

- Solved and implemented a complex sortable algorithm for Content management for promoting offers and discounts on sale. Developed front end for Market team input management using Struts MVC.
- Designed and developed a Spring based deployable application with UI for Employee tracking and modification auditing using Spring and other frameworks.
- Lead team of 5 members and responsible for task management and tracking along with mentoring & coaching/enhancing Business and Technical abilities.
- Customized IBM Web-sphere commerce and incorporated with Requirements and responsible for production roll-out including QA sign-off

Senior Software Engineer, U



Mar 2010 - Nov 2010
India

Developer - Retail (Digital Scales)

- Developed Data Migration tool using Java Sockets API & JNI & Spring MVC to push master data and pull all transactional data from the scales connected in the Retail store.
- Designed an Installation wizard for the application for Installing/upgrade versions in background and ensuring ZERO data loss and ZERO downtime.

Senior Software Engineer, IBS



Jul 2006 - Jan 2010
India

Developer - Logistics

- Developed multiple modules for syncing transactional data across different architecture layers using J2EE technologies.
- Contributed in Load Testing & Performance tuning, Involved in Sun certifying the product and extensively involved in Application tuning as part of Continuous Improvement.

Technology Stack & Skills



Areas of Expertise

Retail Warehouse Operations Logistics

Education

Bachelor of Engineering - Computer Science
SKCET Coimbatore affiliated to Anna University (2002 - 06)

Achievements

- Infosys unit level **Outstanding Performer** of HY2013
- Appreciated by Client and awarded as "**Best resilience**" for smooth Production roll-over and support HY2018
- Sun certified Java Programmer 5.0 with 80%.
- Best Final year project 2006**