



**ASHOK KUMAR ARAJA** + premium Featured

Application Development Associate Manager seeking roles in Project Management, Software Development, Service Management, Agile Methodology, Client Management, SLA Management, Java, Oracle, SQL, PLSQL, SQL, Azure

Current Designation: **Application Development Associate Manager** Total Experience: 15 Year(s) 0 Month(s)  
Current Company: **Accenture** Notice Period: 1 Month  
Current Location: **Hyderabad / Secunderabad** Highest Degree: **MCA[Computers]**  
Pref. Location: **Bengaluru / Bangalore, Chennai, Hyderabad**  
Functional Area: **IT Software - Application Programming / Maintenance**  
Role: **Project Mgr-IT/Software**  
Industry: **IT-Software/Software Services**  
Marital Status: **Married**  
Key Skills: **Project Manager, Software Development, Service Management, Agile Methodology, Client Management, SLA Management, Java, Oracle, SQL, PLSQL, SQL, Azure, OpenText Documentum, Documentum D2, FME Tools, Scrum Master, Agile, CSM, GIT, Github, Jenkins, ITIL**  
Verified: Phone Number | Email - id

Last Active: **Jan-Mar 2021** Last Modified: **Jan-Mar 2021**

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## Summary

- \* Experienced IT Project Management Professional with a demonstrated history of working in multiple domains involving Service delivery management, Software development, Operations support and IT Service management offering 15 years of experience in providing strategic leadership for the adoption of best-in-class processes & tools across organizations.
- \* 3 years of Onsite experience working at customer locations in USA
- \* Skilled in designing and implementing processes for ITIL's IT Service delivery Management including Service Level Management, Major Incident & Problem Management, Change management, configuration management, operations gap assessments, process modeling, process design and integration across organization through Continuous Service Improvement.
- \* Played role as Service Delivery manager, Service manager, Agile project manager and Scrum master for various projects with offshore-onshore model including cross functional team up to 30.

## Work Experience

**Accenture** as Application Development Associate Manager  
Oct 2007 to Till Date

Employer Name: **Accenture** (January 2020 - Present)  
Project Name: **GSK R&D IT Transformation/ GlaxoSmithKline plc**  
Job Title: **Documentum Support Specialist/IT Service Owner**

### Responsibilities:

GlaxoSmithKline plc (GSK) is a British multinational pharmaceutical company headquartered in Brentford, London. Established in 2000 by a merger of Glaxo Wellcome and SmithKline Beecham, GSK was the world's seventh largest pharmaceutical company.  
I am responsible for support Documentum applications right from knowledge transition to Support all the Documentum applications. Ensure to meet Agreed SLAs.

1. Ensured to take transition of the Documentum Applications
2. Supporting P1, P2, P3 and P4 as per Agreed SLAs
3. Ensured to coaching team to deliver work products on time.
4. Supported GSK Regulatory critical submissions Activity
5. Help team by providing solutions to Technical Issues
6. Working value added work for Client by Delivering Enhancements
7. Delivered Automations/Innovations to Client
8. Working as Safe Agile process and delivering as scrum delivery which has refinements, backlog meetings, sprint planning and Retro meetings.
9. Working as PO for Owned Documentum applications.
10. Weekly Business Owner discussions to help business in pain areas and providing solutions to Business.
11. Perform daily health checks for the all Documentum environments (Dev, Test, VAL and PROD).
12. Deliver enhancements as per Business requirements.
13. Support critical Support Documentum applications during OS, DB patch's
14. Help and support team and process perspective



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

15. Help and support team and process perspective.

15. Driving Remedy to ServiceNow transition activities for owned applications across Regulatory Tower.
16. Coordinate with offshore and onsite teams for support activities.
17. Sent weekly, Monthly reports to Client and Accenture leadership.
18. Weekly, monthly meetings with BSO, PO and PSE and Product Directors.
19. Ensure Regulatory tower level meeting agreed SLAs.

-Technology landscape - OpenText Documentum ECM Tools, Content Server, Documentum D2, xPlore, DA, Webtop, Tomcat, Java, REST APIs.

Employer Name: Accenture (January 2019 - December 2019)

Project Name: BCBST Capacity Services/ BCBST-TN

Job Title: Quadient ECM Applications Lead/ Onshore Lead

Responsibilities:

I was responsible for Integrating inbound systems like ECD, ECR, FRO, CareAdvance and Facets to Quadient Inspire System across enterprise. Which basically process the XML input data from Batch or on demand and populate corresponding template and process using Quadient Inspire Automation Business process workflows and generate Letters to send them to print shop for mails to providers/Customers. I was client facing at onshore to discuss business requirements and convert to user stories and work with technical team to accomplish sprints.

1. Deliver the MainToolKit application successfully
2. Delivered Secure Mobile Messaging Project successfully.
3. Have worked on Digital Advantage suite with Scaler
4. Performed Installations and configurations of the Tools
5. Trained the Team on Quadient ECM/CCM tools and support Team on delivering projects.
6. Working with client to understand Business requirements and transform them to User stories.
7. Suggested technical and Process solutions to client.
8. Deployments to Dev, GDC and Test Environments.
9. Working as Scrum Master to Quadient team.
10. Review and current architecture and provided Improvements to client.

-Technology landscape - Quadient Inspire ECM/CCM Suite tools, .NET, SQL Server, UCD, Jenkins, Tomcat and with Scaled Agile Service Delivery.

Employer Name: Accenture (February 2015 - December 2018)

Project Name: Orbit Project /Mstra Energy (EFH)

Job Title: Documentum AD and AM Specialist/ Onshore Lead

Responsibilities:

I have expertise in AD enhancements using Agile delivery and also primary AM support Specialist for Documentum application right from knowledge transition for Nuclear Power Plant at Mstra Energy client site.

#### ■ **HCL Technologies Ltd** as Software Engineer

Jun 2005 to Sep 2007

Employer Name: HCL Technologies LTD (February 2007 - September 2007)

Project Name: Storage and Retrieval of Audio/Video Files (Voice Project)/ CITI Bank.

Job Title: Documentum Senior Developer

Responsibilities:

1. Involved in Requirements' gathering and client interaction and estimating the Documentum Project and deployment into Prod.
2. Played a key role in design, development and implementation.
3. Requirements gathering, requirement study, and estimation plans.
4. Involved in development, unit Testing, Integration Testing and deployment at client location.
5. As per client requirement integration of the third-party tool called Armor with Documentum DMS Application and Documentum DA to implement single sign on feature.
6. Involved in Development of Encryption and decryption of password for high level security Reasons
7. Involved in Development of upload media files Documentum jobs.
8. Involved in Development of Batch User creation Documentum jobs.
9. Involved in Development of Print and Excel for the search Results.
10. Involved at the time of UAT.

Employer Name: HCL Technologies LTD (March 2006 - January 2007)

Project Name: Member Email System /USAA

Job Title: Documentum Senior Developer

Responsibilities:

1. Construction of Documentum Components.
2. Customization of Existing Components.
3. Coding and Testing (Unit Test).
4. Installation of DocApp
5. Documentation of modules
6. Deployment and supporting

Employer Name: HCL Technologies LTD (June 2005 - February 2006)

Project Name: ITGI-DMS / IFFCO Tokio General Insurance Company Limited

Job Title: Documentum Developer

Responsibilities:

1. Construction of Image component.
2. Coding, Testing (Unit Test).
3. Documentation of modules.
4. Deployment and supporting.

#### ■ **CMC LTD** as Java Developer

Jul 2004 to Jun 2005

Project Name: GCOPS (Goa Police Computerized Operations of Police System)/ Goa Police, GOA

Job Title: Java Developer

Responsibilities:

1. Involved in analysis, design, bug fixing and implementation of the project.
2. Involved in Some part of Data base design and Client Requirement and Enhancements level.
3. Involved in Module lead level, Integration of Module and Functional testing level.
4. Documenting TLDs and LLDs
5. Involved In Creation of Release Notes. Integration and maintain the VSS and Server system.

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## Education

UG: **B.Sc (Computers)** from **NAGARJUNA UNIVERSITY, GUNTUR** in **1998**

PG: **MCA (Computers)** from **Osmania University, Hyderabad** in **2002**

**Other Qualifications/Certifications/Programs:**

ACN-Lean Six Sigma-Green Belt- Certified

Diploma in Computer Applications (D.C.A)

Scrum Master Certified

SAFe® 4 Agilist (SA)

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## IT Skills

Skill Name	Version	Last Used	Experience
OpenText Documentum, CS, Webtop	16.4	2020	10 Year(s) 0 Month(s)
DA, WDK, SCS, WCM, DAM, xCP	16.4	2020	10 Year(s) 0 Month(s)
xPlore, Indexing Server		2020	9 Year(s) 0 Month(s)
Captiva Capturing Tools			4 Year(s) 0 Month(s)
Documentum D2, Xplore		2020	0 Year(s) 0 Month(s)
Documentum Composer, DQL, Workflows		2020	0 Year(s) 0 Month(s)
DocApp and DFS			
Windows XP/Windows 7, Unix, Linux			
Telnet FTP			
HTML, SQL, XML, DQL, JAVA			
REST API.			
Documentum Composer, IntelliJ IDEA		2020	8 Year(s) 0 Month(s)
Eclipse, JDeveloper		2020	0 Year(s) 0 Month(s)
VSS, RDP, DMS, VPN, Edit Plus,			
Toad, Samson, DqMan, VMWare.			
Oracle 10x/11x, SQL, PL/SQL, SQL Server			
Java, JSP, J2EE, Java Script,			
XML, DCOM, Apache Struts			
Servlets, EJB, Java, DFC, Workflows			
Dream Weaver, Front Page, Eclipse			
Tomcat 8x/9x, Weblogic 7x/8x	9.x	2020	10 Year(s) 0 Month(s)
WebSphere 8x	8.x	2016	4 Year(s) 0 Month(s)
FME Content Migration Tools		2019	4 Year(s) 0 Month(s)
ASP.NET and VB/VB.NET		2018	4 Year(s) 0 Month(s)
Azure DevOps, Agile Manager, RTC		2020	4 Year(s) 0 Month(s)

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## Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Telugu	Expert	✓	✓	✓
Hindi	Proficient			✓

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## Affirmative Action

Category: **OBC - Creamy**

Physically Challenged: **No**

## Work Authorization

US Work Status: **Have H1 Visa**

Job Type: **Permanent**

Employment Status: **Full time**

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