

Senior Software Engineer seeking roles in Software Engineering, Software Development, Project Management, Change Management, Incident Management, Release Management, Requirement Gathering, Application Support, Production Support, Core Java, Oracle, Eclipse, Git



Total Experience: 8 Year(s) 0 Month(s) Current Designation: Senior Software Engineer

Current Company: Accenture Services Pvt Ltd Notice Period: 3 Months

Current Location: Bengaluru / Bangalore Highest Degree: B.Tech/B.E. [Computer Science and

Engineering] Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Software Engineer/Developer, Software Engineering, Software Development, Project

Management, Change Management, Incident Management, Release Management, Requirement Gathering, Application

Support, Production Support, Core Java, Oracle, Eclipse, Git

Verified: Email - id Phone Number |

Last Active: 20-Jan-21 Last Modified: 20-Jan-21

Summary

- Have 4 years of experience in software development using Core Java, Spring MVC, Microservices and Oracle SQL
- Have 2 years and 6 months of experience in production and application support
- Hands on experience with Genesys tool and environment setup for production support
- Hands on experience in UNIX commands and Oracle SQL
- Good knowledge on Core Java programming language for application development and build process
- Adequate knowledge on usage of source control tools like ClearCase and GIT
- Good working experience on Linux and Windows OS
- Troubleshooting of the application related issues in production & non- production environments
- Design, integration, deployment and administration of J2EE Application servers Tomcat Application Server across UNIX, Windows and Linux platforms

Overall 6 years and 6 months of experience in software development and tech-support with specialization in production and application support.

Work Experience

Accenture Services Pvt Ltd as Senior Software Engineer

Dec 2019 to Till Date

Project1: OrderGraph Ms (Dec 2019 - Till Date)

Client: AT&T

Description: OrderGraph Microservice is a project which involves in taking orders from the frontend system called OPUS and process the orders then send the ultimate processed result to the frontend system. There are various types of products like Wireless orders and Wireline orders. The orders that are processed in the AT&T stores has different types of fulfillments (i.e. different ways to complete the orders). There is an endpoint also provided for the OrderGraph Ms by using which user can see the current status of the product.

Role & Responsibility: As a module lead, I have developed the complete the status mapping of the products using the Jolt framework. There are 4 different types of fulfillment for product, DF (Direct fulfillment), PDO (Premium Delivery Option), C2S (Click to Store), CC (Cash & Carry). The status for different types of fulfillments are different. The status for each type of fulfillment is defined the spec file and using the Jolt framework, they are converted into objects during runtime and status are mapped accordingly.

I have also developed a "Test Automation Suite" which reduced the 60% of the regression testing effort of the products.

Hardware Platforms: Windows

Software Platforms: Eclipse, Cassandra DB, Apache Kafka

Languages: Core JAVA, Sping MVC, SQL

Role: Team Member Team Size: 30

Tata Consultancy Services as Systems Engineer

Oct 2016 to Dec 2019

Project Details:

Project 1: CCTech (Call Center Tech Support) (Oct 2016 - Till Date)

Client: Apple

Description: CCTech is a project where all the Apple's customer care web applications are handled. The applications are mainly based on Genesys software development environment where Java is embedded into it for managing its various web-based applications where MonsterBoard(MB) is one of the statistic application. This application basically gives the statistics of the advisers who are currently logged in and provides their respective status

(available/busy/calls/meeting/break etc.). MB provides the advisor status along with number of incoming /outgoing calls that has to a advisor of a Geo. Advisors are the agents who takes calls from the Apple customers and try to solve their quires related to iPhone, Mac and other Apple products. CCTech project consists of routing and reporting servers. Routing part is handled by Genesys architecture and reporting part is handled in MB (Java-based application which fetches data from Genesys servers) and provide to the MB components.

The MB application consists of MB UI, Geneva, Imetric and Stat Servers. When a call comes inside the Apple Environment, it enters the Genesys environment where the calls are filtered depending on the Geo's, Product Type (iPhone/Mac etc). This filtration is done on the basis of IVR provided by the customer. The data is then filtered by the stat servers and then moved to the Imetric component.

Imetric is standalone application which basically consists of java processes whose job is to fetch real time data from stat servers and provide to Geneva.

Geneva is basically a caching mechanism which receives data from Imetric application and gets the data displayed in MB UI.

MB UI is a web application which displays the advisors, current status, number of calls received by advisors, number of calls abandoned etc.

Requirement Description, Role & Responsibility:

The main requirement from support side is to ensure the applications are up and running and provide uninterrupted support services. In various cases the central statistics and the displayed statistics of the data mismatch, in those cases it's the team job is to ensure to analyze and debug the components to find the root cause and ensure the components are up and running. Also need to find out the delay in displaying stats. The issues due to new CR fixes or due to some code issue needs to be realized and to reach out dev tram for dev support.

Apart from the issues fix there is responsibility to upgrade the environment based on new requirements using DevOps and execute the CR's to meet the new development requirement. Also, there is scope to raise the new CR's based on requirement. The CR raise activity has a specific process based on the priorities.

Additionally, there is scope to write tool applications using script or Java to stream line the dev support process.

Hardware Platforms: Mac

Software Platforms: Eclipse, Oracle MySQL, UNIX

Languages: Core JAVA, SQL

Role: Team Member

Team Size: 20

Responsibilities:

- 1. Acted as the primary source of contact to deal with in case of any high priority issues .
- 2.Application monitoring and managing the environment after completion of any CR's and sending proper notification to the stakeholders in case of any downtime or issues.
- 3.Performing sanity checks after CR's and new build release to verify the smooth functioning of the application.
- 4. Takes the complete responsibity of the incident till it is resolved .
- 5. Takes the responsibility to do the root cause analysis of the recurring incidents so that same does not occur in future

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which in turn reduces backlog.

6.Always tried to acknowledge the high priorty issues with in stipulated time period and tried to mitigate the issue as soon as possible.

IBM as Application Developer Jan 2013 to Jul 2016

Project 2: Retail Management System: (Jan 2015 - Jul 2016)

Client: Sprint (RMS)

Description: RMS is very well known as Retail Management System. It's a point of sales application used by sprint stores and affiliates where sprint can sell mobiles, accessories, activating and deactivating the services and also used for customer maintenance activities like paying the bill changing address etc. It helps customers to use the port-in facility on the client's network. It was broadly divided into 3 applications: RMS Thick, Thin and Batch. Thin Part was an entire web application interacting with many external systems through XML's, customers through sales rep. Thick was totally data base part like managing device, accessories, sales information, managing, discounts etc.

Requirement Description: Worked on a requirement based on EPP (Enterprise Payment Platform) where encrypted data is sent for any kind of payment activities through use of API's. The main objective of EPP is to allow any customer who wants to do payment through his/her voucher (credit/debit/bank account). Wallet is created per customer, which has multiple payment options i.e. credit/debit/bank account. Facilities like, if a customer wants to set a transaction where automatic deduction of amount from his/her payment options, is also provided. It also allows a customer to schedule a payment option for future date.

These entire transactions happened by Ephemeral key exchange process, where the key expires after every 30 minutes and new keys are generated, this is done to ensure that the data send is in form of encrypted format. If the key exchange is successful then the API's calls are made, which will return all the relevant information regarding the payment and all card sensitive details of the user, Upon receiving a decrypted response from the API and again it parsed into plain object. This completes the end to end communication of one transaction.

RMS only deal with calling of API's by creating its request and response structures, creating of API's is dealt with a third party team (Amdocs).

Technology Used:

- Created a new screen using JSP and Struts logic following MVC pattern.
- Validations on screen done using HTML/Java Scripting language.
- Data Persistence done using SQL query.
- Use of API's in order to populate information in the JSP.
- Use of Clear Case tool for source code repository and version maintenance.

Hardware Platforms: Microsoft Windows 7

Software Platforms: Eclipse Indigo, Oracle MySQL

Languages: Core JAVA, Spring MVC 3.0, Struts, SQL

Role: Team Member

Team Size: 30

Responsibility:

- 1.Development and testing of various requirements and CRs.
- 2. Always delivered code with quality and within the scheduled time period.
- 3. Fixing production defects and UAT defects.
- 4.Always a part for maintenance releases and deployment.

Project 3: ITES Presentation Layer (Mar 2013- Dec 2014)

Client: IBM

Description: The main requirement of this application was to provide classroom trainings of particular subjects for the enrolled countries. The subjects available varied from country to country, students who wished to enroll for the classroom trainings just need to search the course code, fill the acknowledgement form and avail the trainings. This was performed with the help of Web services (SOAP), used to fetch the course details and avail to the end users.

Requirement Description:

The portion of the assigned work was to remove a server (MQ) dependency in the existing flow of the application as it was an extra overhead and client demanded a cost cutting from development end. Previously the Gateway server used in the application had a call to the MQ server which in return fetched all the service classes containing all the Java based SQL queries and Business logic of the application.

Education

UG: B.Tech/B.E. (Computer Science and Engineering) from Gandhi Institute Of Industrial & Technology, Berhampur in 2012

IT Skills

Skill Name	Version	Last Used	Experience	
CORE JAVA		2019	3 Year(s) 6 Month(s)	
Struts	3.0	2016	2 Year(s) 0 Month(s)	
Oracle SQL		2019	4 Year(s) 0 Month(s)	
Eclipse Java IDE		2019	4 Year(s) 0 Month(s)	
Oracle SQL Developer		2019	4 Year(s) 0 Month(s)	
MS OFFICE		2019	5 Year(s) 0 Month(s)	
CCRC		2016	2 Year(s) 0 Month(s)	
ALM		2016	2 Year(s) 0 Month(s)	
GENESYS		2019	3 Year(s) 0 Month(s)	

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
oriya				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time