***Subbara Ramanjanamma***

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***Professional Summary***

* Having 3 yrs. of extensive experience in Development, implementation & maintenance of Web-based and Client-Server applications using Java and J2EE-Servlets, JSPs, JDBC and Hibernate, SpringWebMvc.
* Having experience in developing client/server, web-based and enterprise applications.
* Hands on experience on developing Applications by using **Spring 3.x, Hibernate 3.x frameworks**.
* Having experience on developing on **Restful Web service**.
* Highly proficient in HTML, CSS, JAVA/J2EE (SERVLET, JSP), DATABASE (DB2). Extensive Implementation and Coding experience in **Core Java,** J2EE (**Servlet, JSP, JDBC**).
* Efficient in end-to-end development of software products from requirement analysis to system study, designing, coding, de-bugging, documentation and implementation.
* Good Implementation Knowledge in Design Patterns like Strategy, Singleton, Cache, MVC-2, DAO, VO.

***Skills Profile***

Technical

|  |  |
| --- | --- |
| **Operating System** | Windows 7, Unix |
| **Environment** | Client/Server |
| **Database** | Oracle, DB2 |
| **Internet Tools** | HTML |
| **Languages** | Java |
| **Other** | Servlets, JSP, JDBC, Spring, Hibernate, Restful Services. |

***Professional Organizations***

* Working as Associate Consultant in **Capgemini Technology Services India Limited**, Pune, from Dec-2015 to till date.

***Educational Qualification***

* Master of Computer Applications (M.C.A) from **S.V University**, Tirupati, A.P With 75.5% in the year of 2011-2014.

***Professional Experience***

**Project #2.**

***Global Disbursements (GD)* *Jun-2017 to till date***

*Associate consultant Capgemini*

**Client** : *HSBC*

**Team Size** : 9

**Role** : Developer

**Technologies** : Spring, Hibernate, Restful webservices,

JAX-WS and Oracle

**App Server** : Websphere

**IDE** : RTC, RAD

**Duration** : *Jun-2017 to till date*

Disputes Management System Provide functionality for real time card member support to create, review, follow-up, and resolve or close the card member disputes. DMS application is integrated with ORION. Orion is the application used by Call center person. DMS Provide user access to selectDMS functionality based on the user profile information received from ORION and the accessibility matrix defined by the Business users.

Overview:

* + Card Member who has HSBC card calls Customer care
  + CM will tell transaction details for which Dispute needs to be generated.
  + CSR will locate that transaction on statements.To create dispute, that transaction must be located from statement.
  + Transaction can be internal like for payment, internal product etc. (Internal Case) OR merchant can be involved for the transaction. (External Case)
  + While creating dispute, it will display set of questions.  CSR will ask those questions to CM.  Based on answer of this questions one reason code will be generated.  It is called as DCH – Dispute Code Helper
  + If merchant is not involved internal case will be generated.
  + If merchant is involved service will be called to pass details to Network team.  Case number will be generated by Network and same will be used in CM Disputes System.

**Responsibilities:**

As **Associate Software Engineer**, working in as a developer in a team of 8 developers and one team lead.

* + Involved into the group meetings with managers, team members for status updates, and onsite calls, issue tracking and knowledge sharing.
  + Involved into the Requirement analysis and design.
  + Involved in development of RTC, Jenkins.
  + Involved in Migrating of Spring Project from Portlet Project.
  + Involved in creation of web services using XML,SOAP and exposed these services by providing WSDL.

Used Log4j and commons logging to log errors and info for tracing.

**Project #1.**

***eChamps (GD)* *Dec-2015 to Jun- 2017***

*Associate consultant Capgemini*

**Client** : *HSBC*

**Team Size** : 11

**Role** : Developer

**Technologies** : Spring, Hibernate, Restful webservices,

JAX-WS and Oracle

**App Server** : Websphere

**IDE** : RTC, RAD

**Duration** : *Dec-2015 to Jun-2017*

eChamps stands for Electronic Cardholder Account Management Processing System. eChamps is a graphical user interface used by the CSR (Customer Service Representative). In operation today if provides more than 14000 users on four continents a powerful, flexible browser based interface for a wide spectrum of consumer finance operations, including 1.customer services 2.Froud and Risk 3. Disputes and Chargebacks 4.Commercial.

Regional implementations follower in these countries/regions. Mexico, Canada, Middle East and Malasia, North America, Brazil. No matter what task user need to perform in eChamps, you will always begin by logging in and then searching for a particular account by entering below listed criteria. This is accomplished by performing one of four types of searches 1. Customer Account Search 2. Demographic search 3. Company name 4.courier reference number search

**Responsibilities:**

* As Software Consultant, working in as a developer in a team of 10 developers and one team lead.
* Involved into the group meetings with managers, team members for status updates, and onsite calls, issue tracking and knowledge sharing.
* Requirement analysis and design.
* Involved in documentation, testing, build & developing part of hsbc bank, eChamps Project.
* Involved in testing the error messages and solving using spring.