

# Simon Selvadurai

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## Profile Summary

- Worked on "CryptFolio" Web development project using HTML5, CSS, JavaScript.
- Worked on "Weather Dashboard" using HTML, CSS and JQuery.
- Worked on Workday Planner using HTML, CSS and JavaScript.
- Experience software development, analysis, Testing and maintenance in the Banking and Financial Services business domain encompassing a vast knowledge in working with various proprietary in cash management applications of banking clients - **CITI Bank, Barclays & State Street**.
- Efficiently and effectively managed the critical deliverables at the team-lead level for more than 2 years associated with excellent communication and client-handling skills.
- Acquired sound knowledge and competency in SDLC, Agile Methodology (SCRUM)

## Organizational Experience

- Working as Customer support agent at Probe Group (Salmat Pvt Ltd) from Oct 2017-Till Date.
- Have been a Volunteer at **Hume City Council** as technical support engineer from Nov 2016 to Oct 2017.
- Was working in **Polaris Consulting & Services Ltd** (CITI Direct – Corporate Banking Application of CITI Bank), from October 2007 to March 2016 (8+ Years)
- Worked as a Project Associate-software in **Swasthik Sahits Solutions P Ltd** from Apr'07 to Aug 07.
- Worked as a Software Engineer in **Siptech Solutions** from Jun'06 to March'07.

## IT Skills

Language	Java, J2EE,.NET
Server-Side Web Languages	Servlets, Struts1.1, JDBC,NodeJs
Client-Side Web Languages	Html, XML,XSLT,JavaScript,CSS, JSP,Bootstrap,Jquery
IDE	Visual Studio, Eclipse, VMware images, RAD, VJ++
Tools/Technologies	MS-Office, Excel, Outlook, Clear Case, Eclipse, JUnit, HP Quality Center (HPQC), Rational Rose, UML, Team Track (Defect tracking tool),TFS(Team Foundation Server), Maven JIRA, ServiceNow.

## Education

- Pursuing Full Stack Web Development course at Monash University, Melbourne.
- Bachelor of Engineering in Electronics & Communication from Mohamed Sathak Engineering College (First Class).
- Diploma in Computer Technology (First class with distinction) from State board of technical Education.

## Professional Experience

@ Probe, Melbourne, VIC 3000.

**Project: PTV Tier 2**

**Feb 2019 - Till Date**

### Responsibilities:

- Taking inbound calls, resolving customer's enquiry on MYKI – Accounts, balance, top-up, fares/ Passes.
- Taking payments over phone. Raising cases on Myki disputes.
- Helping the customer to plan Vline -regional / interstate journey, reserve and cancel the tickets.
- Advising the customers on fares and concessions.
- Raise Cases for the customers on refund/ticketing faults/other general complaints.
- Help/guide the customer in journey planning on - Bus, Metro Trains, V-line, Trams
- Perform QA activities and Monitor team performance and discuss with Team leader on coaching activities

- Motivate team members
- Monitor the recorded call and provide the feedback to the agent ;

**Project: VIC Roads – Short term Registration 2019**

**Oct 2017 – Feb**

**Responsibilities :**

- Serving the Registration, license related queries like, renewal, reregistration, inter-state changeovers,
- Cancellation, unregistered vehicle Permits and taking Payments

**@ Hume City Council , Broadmeadows, VIC 3047.**

**Project : Net. Help IT Learning Program**

**Nov 2016 - Till Date**

**Role : Technical Support Engineer & Instructor - Volunteer**

- Interact with the clients and staffs on clarifications, analyze and resolve the issues.
- Prepare the tracker and update the issues and resolutions
- Discuss with the team on issue status.

**@ Polaris Consulting & Services, Chennai India**

**Project 1 : CITIDIRECT BE Payments & Direct Debits**

**April 2014 - March 2016**

**Client: CITI Group**

**Role: Consultant / Team Lead**

**Technical Environment:**

Java,J2EE,.NET,WebServices,Hibernate,Spring,WebSphere,Oracle9i,Clearcase,ServiceNow,Teamtrack.

**Project 2 : BE Payments - Reports & Inquiries(Migration)**

**April 2013 - March 2014**

**Client: CITI Group**

**Role: Consultant**

**Technical Environment:**

Java,J2EE,.NET,WebServices,Hibernate,Spring,WebSphere,Oracle9i,Clearcase,ServiceNow,JIRA,TeamTrack

**Project 3 : CITI Direct - SEPA /CEEMEA/ASIA/EUROPE - Payments & Direct Debit**

Duration : Oct 2007 - March 2013

Client: CITI Group,StateStreet, Barclays (White Label)

Role: Associate Consultant / Consultant

Technical Environment: Java,J2EE, WebSphere,Oracle9i,Clearcase,ServiceNow,JIRA,Teamtrack.

**@ Swasthik Sahits Solutions P Ltd**

**Project 4 : Website Development - Nina shoes & Delman Shoes, Portland (USA)**

Duration : Apr 2007 - Aug 2007

Client: Nina Shoes & Delman Shoes - <http://ninashoes.com/> <http://delmanshoes.com/>

Role: Project Associate - **Web Developer**

Technical Environment: Java,JSP,HTML,Java Script, CSS, Struts 1.1,Tomcat 5.5,PostgreSQL-8.1.3,JIRA.

**@ Siptech Solutions**

**Project 5 : CCD (Core Competence Development)**

Duration : Jan- 2007 - Mar 2007

Client: SIP Technologies.

Role: Software Engineer.

Technical Environment: Java,J2EE, JSP, Struts1.1,Tomcat 5.5,Oracle 9i, Putty, Win CVS.

**Project 6 : STP (Straight Through Processing)**

Duration : Jun- 2006 - Dec 2006

Client: Deutsche bank, London.

Role: Software Engineer.

Technical Environment: Java,Incetage,Oracle 9i, Putty, Win CVS.