Simon Selvadurai

(M): 0452524619 (E): mail2messi07@gmail.com https://github.com/SimonMSelvadurai
Simon Selvadurai | LinkedIn

Profile Summary

I consider myself a friendly, responsible, creative, with initiative and punctual. I accept with pleasure, the challenges and goals that the organization could assign me, with good handle of the interpersonal relationships, ability to work in teams, ability to work under high pressure, to solve problems efficiently and achieve the goals set by the company and my work group to meet the customer expectations without compromising in quality.

- 10 years of IT experience in analysis, development, 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
Client Side Web Languages	JSP,Html,XML,XSLT,JavaScript,CSS, RDBMS,Oracle 9i, PostgreSQL-8.1.3
Web Server	Apache Tomcat 5.0,JBoss,WebSphere
IDE	Putty, Eclipse, VMware images,RAD,VJ++
Operating Systems	Windows 2000/XP, Linux.
Tools/Technologies Center(HPQC), tool),TFS(Team Foundation	MS-Office,Excel,Outlook,Clear Case, Eclipse, JUnit, HP Quality Rational Rose,UML,Team Track (Defect tracking Server), Maven JIRA,ServiceNow.

Education

- 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.

Awards & Recognitions

- Received the Prestigious Chairman's "**Team Award for Excellence**" for representing the Project's Engineering Processes as part of CMMI Appraisal, 2015.
- Recipient of "**SPOT EXCELLENCE**" Award for my valuable contribution in BE – Citi Direct Payments.
- Received "**Excellence Nonpareil award**" for the contribution in CitiDirect Payments & Receivables

Major Achievements

- Successful delivery of Delivered the CRs to PROD without defects. (**SPOT Award**)
- Part of CMMI5 appraisal team, presenting the team's process.(**Team Award for Excellence**)
- Addressed the issues in payment module the BAU production issues related to performance and long running queries
- Associate motivation and retention.
- Co-coordinating with Onsite team, addressing the Show stopper issues.
- Interacting with various levels of stakeholders.
- Internal defect reduction. (75% of the defects were found before Integration Testing)
- Take ownership & Responsibilities of customer issues reported and see problems through to resolution

Professional Experience

@ Probe, Melbourne, VIC 3000.

Project: PTV Tier 2   **Feb 2019 - Till Date**
Role: Customer Service Agent

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   **Oct 2017 – Feb 2019**
Role: Customer Service Agent

VicRoads Short term registration is new project coming in VicRoads to simply choose to register your vehicle for shorter periods. That means paying less money upfront compared to an annual lump sum. It enables to register the vehicle for a 3 or 6 months period or can also continue with the standard 12 month renewal period. Vehicles registered under personal or business registration can avail this facility.
Responsibilities :

- Serving the Registration, license related queries like, renewal, reregistration, inter-state changeovers,
- Cancellation, unregistered vehicle Permits and taking Payments
- Taking inbound calls and explains the process, benefits of Short term registration (STR).
- - Help/guide the customers to sign in online into VicRoads online account.
- Taking payments for registration and license renewals
- Resolving the sign-in issues over the phone, by assisting by creating account in VicRoads Portal
- Answering queries about eligibility for customers about their registration renewal.
- Verify the customer/ REGO details using DLS System and change the REGO to Short-term in

VRIS Mainframe System.
- Provide information on short-term renewal fees, payment options, concessions, and service fees.
- Helping customers to understand their concessions on respective cards and the service fee applicable for this service.
- Help the customers to get the updated BPAY Number for the STR.
- Transferring relevant licensing and Registration queries to VicRoads customer service.

@ Hume City Council , Broadmeadows, VIC 3047.

Project : Net. Help IT Learning Program   **Nov 2016 - Till Date**
Role : Technical Support Engineer & Instructor - Volunteer

A wide range of training programs are available for the community to develop their IT skills and knowledge in relation to the use of modern technology.IT training programs are being conducted at learning centers and libraries throughout Hume Council.

Responsibilities:

- Delivering computer programs to clients, teaching the computer programs.
- Interact with Council staff members on schedule and conducting the classes.
- Understand the needs of the clients and teaching them, make them to lean and practice PC & Laptops, I Pads.
- Installing the software packages, tools in computers and Laptops.
- Trouble shoot the hardware related issues, taking backups, creating documentations.
- verify the systems and laptops if they are working as expected re-image them to retain the original setups.
- Providing the support to resolve the technical issues.
- 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.

CitiDirect Online Banking application offers a portal for all international payment activities enabling to initiate and track transactions online and real time supporting Cash Management Products across a broad range of payment methods including – Domestic and Cross Border fund transfers, Book fund transfers, Cheques, ACH, etc. Payments are grouped into regions like Asia, Ceemea, Europe, NA/Canada, LATAM, and WorldLink which in turn are associated with different countries. It provides access to account structures like Reports (execute / schedule / view / print / customize), Account Statements and Transaction Summaries. CitiDirect is currently live in 89 countries.
Responsibilities :

- Involved in study and analysis of business requirements with the customers / Requirements team.
- Involved in Project planning activities like , scope analysis and target release, Estimated time Lines agreed with the Customers and technology teams and management.
- involved in project meetings with customers and project technology teams (Dev,BAs) on review risks, impacts and approval of requirements, project plans, project documents, sign-offs and release notes.
- **Testing & PROD Handovers:**
- Review the Test Plans and test case document [UAT/ SIT] based on the BRD, FRD.
- Review the Requirement traceability matrix and verify against each functional requirement.

- Perform functional and E2E / Acceptance testing against the test cases.
- Review the JIRA, generate the issue tracker for open defects.
- Attend the release review meeting to discuss on the defects with customers, testing & development teams and management.
- Provide the Signoff / conditional signoff to customers / E2E/UAT teams (Client), based on the outcome of the meeting .
- Generating the status reports, issue tracker, review and update the test cases, traceability matrix and Release /Sign off documents.

- **Product Release :**

- Attend the Release Signoff meeting with the customers, Requirements team and technology teams
- /management discuss on solution / Product movement from UAT to Live.
- Perform code base validation,SQL Scripts validation, Monitor the Servers and logs for issues after successful implementation of the code.
- Perform regression testing as part of Preproduction validation before and after the code deployment.
- Provide the post production support validating all the deliveries & BAU applications in PTE (Production test environment).
- Attending the Production-Release call, interact with customers; Monitor the logs for any exceptions and Query the DB and check the table entries for data.

- **BAU Support :**

- Open up the triage call, once the incident is raised or any issue reported; involve the customers and

  troubleshoot the issues, figure out the severity;
- Interact with customers, customer testing teams to raise ServiceNow incident tickets.
- work on the root cause analysis by testing the issue in lower environment; involve testing teams as well.
- Provide the workaround/intermediate solution to the customer.
- Inform the customers and management team on the issue and resolution; discuss with the management on the fix plans. Escalate the issue whenever it is necessary; Move the incident to other teams if necessary.
- Follow-up with technology teams on the fixes and follow-up them till the incidents get closed.
- Prepare root cause analysis document, updating all the steps with Incident ticket and share with customers and management for preventive actions.
- Attending the weekly status call with customer & Customer Care team to discuss on the released product, issues and status. Update the status reports to management.

- **Team Management - Status Meeting :**

- Involved in design and impact analysis meeting, discuss about the changes and derive test scopes and other testable scenarios and analyze risks and assumptions.
- Attending test plan meeting, Daily scrum meetings, discussing on requirements & project status.
- Attending Daily internal meeting with the team, discussing the project plans, risks, and assumptions, progress of documents, tickets / issues & clarifications.
- Discussing the project status, issues, defect tracker, difficulties / challenges and make sure we in line with delivery timelines.
- Reviewing the Test Cases, traceability Matrix against the requirement documents.
- Co-ordinate/Delegating the task(s) to the team members.
- Update & Review the Knowledge based Documents and Issue tracker.
- Update the project status to the management and client regularly.
- Conducting internal audit reviews on process & project documents.

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

Responsibilities :

- Analysis and Study of Functional requirement meeting with customers and Requirements team.
- Attending planning meeting on scope, time lines and target release.
- Prepare the design documents, test case document, review with customer for sign off.
- Prepare the development based on the FRD and design documents in Java, eclipse IDE.
- Develop the reports and inquiries modules. Perform JUnit testing and SOAP UI web service testing.
- Interact with Dev-ops team, Data modelers on moving the code to controlled env, performing integration and sanity testing and providing sign offs.
- Reviews the Peer's code, test case and test the functionality in Integration testing environment.
- Attending weekly status meeting with QC / UAT teams. Quickly fix the issues raised and target to build.
- Interact with other technology teams like QC, Reports, Business Analysts to finalize the time lines and clarifications on each phases.
- Perform Integration testing & E2E testing in QC, UAT Environment.
- Providing the release support, validate the pre-image and post image validation in PROD (before & after RELEASE). Perform the validation in PTE (Production Test Environment)
- Provided Support for the clarification/issues raised in PROD environment.
- Validate E2E testing for the applications & BAU in UAT / PTE Environment.
- Triage, analyze the issues raised in PROD and validate in PTE, and provide the root cause analysis.
- Team management including recruiting, sharing knowledge and training & mentoring team.

Project 3 : CITI Direct - SEPA /CEEMEA/ASIA/EUROPE - Payments & Direct Debit
Duration : Oct 2007 - March 2013
Client: CITI Group,StateStreet, Barclays (WhiteLabel)
Role: Associate Consultant / Consultant
Technical Environment: Java,J2EE,Websphere,Oracle9i,Clearcase,ServiceNow,JIRA,Teamtrack.

Responsibilities :

- Involved in study and analysis of business requirements with the customers / Requirements team.
- Involved in Project planning activities like , scope analysis and target release, Estimated time Lines agreed with the Customers and technology teams and management.
- Involved in preparing functional, non-functional documents, design documents, test case documentation, Handover & Release Notes based on the BRD, FRD, check-in them into TFS.
- involved in project meetings with customers and project technology teams, On-site teams on reviews and approval of requirements, project plans, project documents, sign-offs and release notes.
- Developed several modules in Payments and direct debits as per FRD. Handled EFT, SEPA, BKT, DFT payment methods, across the EMEA, ASIA, NA-LATAM Regions.
- Prepare the test case documents and perform unit tests using JUnit & perform Integration testing. Check in the code for builds.
- Interact with Dev-ops, QC, UAT teams on the deliveries and testing.
- Perform sanity and smoke testing before moving the tickets to QC Validation.
- Provided the Support to QA / UAT / SIT team, attending the daily calls and clarify on defects. Analyze and fixing the defects, lead our team to fixing the issues.
- Attending status meetings with QC, UAT, Management teams discussing about issues, bugs / clarifications and bug fixing and release.
- Discuss with technology teams and customers on PROD Move once we gets the sign off from UAT.

- Generating the status reports,isuse tracker and Release / Sign off documents and share with management and customers.
- **Team Management - Status Meeting :**
  - Attending test plan meeting, Daily scrum meetings, discussing on requirements & project status.
  - Attending Daily internal meeting with the team, discussing the project plans, risks, assumptions, progress of documents, tickets / issues & clarifications.
  - Discussing the project status, issues, defect tracker, difficulties / challenges and make sure we in line with delivery timelines.
  - Reviewing the Test Cases Prepared by the Team Members.
  - Co-ordinate/Delegating the task(s) to the team members.
  - Update & Review the Knowledge based Documents and Issue tracker.
  - Update the project status to the management and client regularly.
  - Conducting internal audit reviews on process & project documents.
- **Product Release :**
  - Attend the Release - status meeting with the customers, Requirements team and management of solution / Product movement from UAT to Live.
  - Involved in JAR comparison, code-Package validation,SQL Scripts validation, Monitor the Servers and logs to ensure it is a successful implementation.
  - Provide the post production support validating all the deliveries & BAU applications in PTE (Production test environment).
  - Communicate with internal and external stakeholders on the issues. Validate the issues raised by the customers / E2E users in UAT / PTE environment and provide the analysis.
  - Attending the weekly status call with customer & Customer Care team to discuss on the released product, issues and status. Update the status reports to management.
  - Attending the Project meetings and discuss with Program Manager and Delivery Managers.

@ 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,Incentage,Oracle 9i, Putty, Win CVS.