**SUDHA KAMATCHI R**

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**Objective**

Seeking a FileNet/Case Manager Developer position with a company which will entail me to utilize my Technical, Business & Functional Knowledge and realize strategic business objectives of the organization.

**Work Experience**

| Organization | Location | From | To | Designation (Role) |
| --- | --- | --- | --- | --- |
| Cognizant Technology Solutions India Pvt. Ltd | India | SEP 2013 | Till Date | Senior Associate |

**Educational Qualification**

|  |  |  |
| --- | --- | --- |
| **Title of the Degree with Branch/Year** | **College/University** | **Percentage** |
| B. E (Electronics and Communication)  (2009-2013) | Crescent Engineering college, Chennai | 82% |

**Experience Summary**

* 8+ years of experience in developing applications using FileNet, Advanced IBM Case Manager (5.1, 5.2 and 5.3) , IBM Content Navigators and BAW
* Good in designing Workflows using File Net Process Engine.
* Worked in case manager scripts using script adapter.
* Worked on Case Manager Builder, Case Manager Client, and Case Manager APIs.
* Worked on customizing solution pages, Work pages, case Pages.
* Worked on developing the custom widgets & actions.
* Implemented event subscription for security proxy of documents in file net content engine.
* Good in Content Engine and Security design using File Net Content Manager.
* Expertise in FileNet suite of products in development, deploying content management and workflow solutions.
* Good development exposure in JavaScript.
* Having experience on IBM WebSphere Application Server and RAD 8.5.
* Knowledge on SQL and ORACLE.
* Good in FileNet, case manager flow analyzing, designing and application level testing.
* Conducted training session on CaseManager

**SKILLS**

|  |  |
| --- | --- |
| Languages/Technology | JAVA, SQL, C, C++ |
| Database | Oracle, MYSQL |
| IDE /Tools | Eclipse, IBM RAD ,Visio , Soap UI , Putty , Winscp |
| ECM Technologies | IBM Case Manager 5.1/5.2/5.3, IBM Content Navigator, FileNet AE,PE,CE, DBA/BAW (Beginner) |
| Web/Application Servers | Worked on Tomcat , WebSphere 8.0/8.5 |
| Scripting Technologies | JavaScript, HTML, Dojo |

**CERTIFICATIONS/TRAININGS**

**TRAININGS:**

* C,C++, Java, SQL
* IBM FileNet Content Engine
* IBM File Net Process engine
* IBM Case Manager 5.2.1
* IBM Content Navigator 2.0.3
* Data cap

**CERTIFICATIONS:**

* IBM FileNet Content Manager 5.1
* IBM Certified Case Manger Solution Designer 5.1

**PROJECT DETAILS**

**PROJECT 1**

**Project :** Case Manager Development

**Client**  : Metlife, US

**Duration** : Jul 2015-Till now

**Team Size** **:** 16

**Role :** Developer/Analyst /Lead

**Technology :** ICM 5.2.1.7/5.3.3 ,FileNet 5.2.1, ICN 2.0.3/3.0.3

**Description**

***Application #1:***

***IDI (Individual Disability Income):***

MetLife IDI application is designed and implemented using IBM Case Manger 5.2 for creating automated cases for each insurance claim a customer of MetLife intiates. It’s solely dedicated for insurance claims of people who are physically challenged. We use scripts, widgets, security proxy, workflows and components to automate the flow of each claim between the queues and roles depending upon the type of the claim. Once the claim gets approved and the customer gets his benefits, his claim gets completed.

***Application #2:***

***EDM (Enterprise Death Match):***

EDM is one among the IBM Case Manager 5.2.1 applications mainly developed for handling death match process flow. A consistent and sustainable Investigatory and Outreach process for Electronic Death Match across LOB’s. One platform for multiple LOBs to research and confirm the death match status. Developed a Task Search widget to search the task based on Task level Meta data, Reopening of the completed tasks and Auditing of case and task level Meta data along with the reporting module.

***Application #3:***

***DET/MFT (Data Exchange Technologies and Managed File Transfer):***

DET intake application involves workflow for a series of steps to exchange technologies. MFT is to validate the file level transmission data and for renewal of exchange technologies.

***Application #4:***

***EI (Enabling Intake):***

Enabling Intake is an application for Retail Users in which an intake process is required by business, which allows requestor to submit their work request and AD Team to provide estimations to have approval decision. Funding process and planning for all technology efforts and auto email notifications and alerts system of the intake requests.

***Application #5:***

***TSA Exit (BHF Intake Solution):***

BHF Intake Request is to automate the intake process of TSA Exit projects using the designed workflows and to convert the manual process to one with defined roles. Application involves handling New Project request, Projects’ Change Request (CR) and its cost calculation process flow. Previously this process was manual, and it is tiresome. BHF Intake Request has wide variety of Roles with each role has different access to securely handle the Documents.

***Application #6:***

***MPIP (Metlife Project Intake Process):***

MPIP is an application for internal Users to capture all project/change requests, estimations, and clarification approvals and to on board the new projects or CR's or revisions and getting approvals of the respective intake request. It also involves approvals for the costs provided by PL, BSA and

Sizing of costs provided by PL and BSA. The application has features to capture business use cases, CR, sizing details and facilitates user to review, approve, reject request effectively

**Roles and Responsibilities:**

* Requirement analysis – Interacted with Onsite team and Business in understanding the requirements.
* Involved in all phases of the project lifecycle from concept and requirements through launch and support. Contributed to successful closure of project, with application released on time.
* QA and UAT Testing support and PROD deployment support.
* Offshore Module Lead
* Developed workflow solutions as per the business requirements.
* Customized IBM Case Manager Solution and developed widgets, plugins, and script adaptor scripts.
* Developed component queue operations using JAVA.
* Developed Event action and Subscriptions, Security Proxy, EDS.
* Developed Custom batch jobs based on the requirements using JAVA.

**PROJECT 2**

**Project :** MetLife\_BONBT\_IWS

**Client**  : MetLife Alico, Japan

**Duration** : August 2014-June 2015

**Team Size** **:** 15

**Role :** Developer/Analyst

**Technology :** IBM Case Manager 5.2, FileNet, Process Engine (PE), Application Engine, Process Designer, Java, J2EE, MetLife IWS 2.0 solution accelerator(E2PC), IBM WebSphere Operational Decision Management (WODM), Cognos RTM Dashboard reports & BI-Historic reports, Case Analyzer

**Description**

MetLife Japan - Back Office New Office Transformation (BONBT) is re-engineering project where the existing Global 360 based Workflow system is replaced by IBM Advance Case Manager 5.2. The workflow system uses the MetLife IWS 2.0 solution accelerator (aka E2PC) which is MetLife global intellectual property. E2PC is a web client which is built on Java Web technologies like java spring, hibernate etc. It used as a user interface for case workers to process New Business case created in case manager. E2PC interfaces with external systems using the ESB (Enterprise Service Bus) layer. E2PC has SSO (Single Sign-On) integration with IBM content navigator for Viewing the documents and IBM case manager for case related workflow processing.

**Roles and Responsibilities:**

* Adopt new processes upon implementation of IWS 2.0 (e.g. case retrieval, case processing, underwriting multiple policies, reporting and business activity monitoring
* Study of the process model and designing of workflow.
* Involved in the analysis of the Process model and the required work items for the workflow.
* Involved in the analysis and creation of number of queues required, Roster, Event Log.
* Involved in Creation of Property templates using Administration Console for Content Platform Engine and subscribing it to the appropriate Document class.
* Designing of the workflow in accordance with the process model using Case Builder.
* Used Case Manager API to perform all case related activities.
* Involved in the creation of design documents.
* Tested Application by performing Junit testing.
* Creating new Workflows and editing existing workflows in Case Manager and troubleshooting all Case Manager Issues.
* Administration of Case Manager and maintenance.
* Monitoring of Case Manager Performance.

**PROJECT 3**

**Project :** DEP\_Inv\_ECM (Credit Card dispute Management)

**Client**  : SGO, Cognizant

**Duration** : May 2014 – August 2014

**Team Size** **:** 9

**Role :** Developer

**Technology :** IBM Case Manager 5.2, FileNet, Process Engine (PE), Application Engine, Process Designer, Java, IBM Operational Decision Management (ODM).

**Description**

CDM is an end to end solution which shall empower call center users to manage the process of dispute resolving. It shall provide the flexibility to expand, and cut cost by moving part or full IT operation with minimal upfront/operational cost. The solution is planned to be developed in phases, with identified functionalities being added in each release of the phase. It includes business rules and provide insight in the new capabilities introduced in ICM 5.2. A customer calls in to dispute a charge on his credit card statement, and a case is opened to track this dispute. Many times, these cases can be resolved right on the phone with the customer. But a subset of cases are more involved and require the creation of a case where details of the case might be gathered from customers, third parties, and disparate systems. Resolving the case requires collaborative work between multiple teams, inside and outside the organization. There are regulatory and company SLAs to factor in that dictate timelines and interactions with the customer.

**Roles and Responsibilities:**

* Used Case REST API to perform all case related activities (e.g. Create, Retrieve, and Update).
* Used CE and PE API to perform content and case related operations resulting in better accuracy.
* Study of the process model and designing of workflow.
* Involved in the analysis and creation of number of queues required.
* Involved in Creation of Solution Properties and subscribing it to the appropriate Document class.
* Designing of the workflow in accordance with the process model using Case Builder.
* Creating new Workflows and editing existing workflows in Case Manager and troubleshooting all Case Manager Issues.
* Administration of Case Manager and maintenance.

**PROJECT 4**

**Project :** Education Loan Processing

**Client** **:** Internal Project

**Duration :** January 2014 – May 2014

**Team Size** **:** 4

**Role** **:** Developer

**Technology :** IBM Case Foundation 5.2

**Description**

A chart field is used to maintain the enterprise content of an employee. In FSM Chart Field   Maintenance, the chart fields are initially sent by a Country Finance User (Source) to the Maintenance requestor who is responsible for collecting all the necessary details for the maintenance process to start. Upon the verifications and approvals of various authorized persons at different levels, a new chart field is created and modified at various steps, as a part of the maintenance process.

The entire FSM chart field maintenance process can be visualized as a work flow, with verifications, approvals and rejections as the work items.

**Roles and Responsibilities:**

* Study of the process model and Requirement gathering.
* Involved in the analysis of the Process model and the required work items for the workflow.
* Involved in creation of the required Document classes using FileNet Enterprise Manager with the appropriate attributes necessary for the workflow.
* Designing of the workflow in accordance with the process model.
* Involved in the creation of workflow subscription and assigning the same to the appropriate document class.
* Launching the workflow and testing it at each step using the assigned queues for each activity step in the workflow.

PERSONAL PROFILE

Date of Birth : Dec 02 , 1992

Marital Status : Married

Nationality : Indian

Languages known :

English, Tamil, Telugu

DECLARATION

I assure you that I will abide by all the norms of the organization and work to the best of my ability for the development of the organization and to enhance my knowledge. I declare that all the details given above are true to the best of my knowledge and belief.

Place : Chennai

Date : Sudha Kamatchi