TIJU ABRAHAM

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Location: Bellevue, Washington, USA

Software Delivery & Product Implementation Leader | 12+ Years of Leadership Experience |AI-Enabled Business Automation | PMP, CSM, AZ-900 | SaaS, Cloud, AI/ML | PCI, GDPR, HIPAA | 6 Years of Experience in US | multi-Domain Knowledge

Leadership

- Executive & Senior Stakeholder Engagement; Global Cross-Functional Team Leadership (40+ members)
- Product Portfolio Ownership of $10 M+ & P&L Accountability; Strategic Planning & Business-IT Alignment
- AI Adoption Leadership & Innovation Advocacy

Execution

- Delivered $6M+ AI-enabled SaaS, Cloud (Azure/Hybrid), and AI-Driven Solutions
- Agile, Waterfall & Hybrid Delivery; Full Product Lifecycle Implementation
- Cloud Modernization, Application Rationalization, and Governance (PCI, GDPR, HIPAA) Compliance

Influence

- Executive-Level Reporting & Insight-Driven Communication
- Customer-Centric Delivery & Continuous Improvement
- Data-Driven Decision Making, Change Advocacy & Cultural Enablement
- Intelligent Automation, KPI/SLA Oversight & Operational Excellence

Accomplishments

- Achieved 50-60% operational cost savings for 10+ customers via AI-driven process automation.
- Delivered $150 M/year savings through rationalizing 4,000-app telecom landscape.
- Led AI automation in banking/finance, insurance claims, document processing, infrastructure monitoring.
- Migrated 14-year-old SaaS hotel booking product (7K TPS, 200+ customers) to AWS Cloud
- Directed AI platform migration from Azure India to East US across three clusters.
- Established SaaS risk detection framework for reuse, governance, and cost savings.

Skills Overview

- Expert in AI modernization, multi-cloud strategy (AWS/Azure), and multi-million-dollar P&L management for large-scale IT delivery
- Generative AI, Predictive AI, LLM solutions, application rationalization automation
- Cross-cultural leadership with 95%+ CSAT through strategic stakeholder engagement
- Built and mentored high-performing product teams; align technology strategy with business goals.
- Rapid adopter of emerging tech with strong innovation mindset; including RPA and end-to-end automation.
- Entrepreneurial mindset in presales and solution design

Industry & Technology

- Industries: Healthcare Insurance, Public Sector, Banking, Finance, Retail, Telecom, Travel & Hospitality, GIS
- Automation & AI: UiPath, Power Automate, Automation Anywhere, Azure AI, Computer Vision
- Monitoring & BI: ELK, Grafana, Splunk, Power BI, UML, Figma

- Enterprise Platforms: SAP, Oracle EBS, PeopleSoft, QAD, TOLAS, Ariba, Flexera, Salesforce, SharePoint
- ITSM & Containers: ServiceNow, Freshservice, Docker, Kubernetes
- Project Management: Jira, Trello, Aha, MS Project, Azure DevOps, MS Teams, Confluence
- Programming: .NET, Java, Python, JavaScript, PowerShell, C#, ASP.NET, IoT, Kotlin (Android), Swift (iOS)
- DevOps & Testing: GitHub, GitLab, Jenkins, SonarQube, Postman, JMeter, Veracode, Selenium, Appium
- Integration: WebSphere, BizTalk, Active Directory, SFTP/FTPS, MSMQ, Rule Engine, Web Services, ETL
- Domain Systems: GDS, OTA, Booking Engines, Facets, Amisys, ClaimsXten, Fraud Detection, POS, Loyalty, ESRI, Property Management

Roles Managed

- Product Implementation Manager, Program Manager, Scrum Master, Cloud Migration Lead, Technical Lead, Release Manager, Data Migration Lead, Delivery Manager

Certifications & Education

- PMP (PMI), Microsoft Azure Fundamentals (AZ-900), Certified Scrum Master (CSM), Microsoft Certified Professional, Brainbench Certification
- Master of Computer Applications (MCA)

Employment Highlights

- Leading a 40+ member team for a US Tier-1 telco, overseeing flagship mobile apps of 23 million monthly active users and API Gateway processing 3 billion daily transactions
- Led AI/ML, RPA, and Application Rationalization platform implementations, enabling automation in document processing, IT service desks, infrastructure monitoring, healthcare claims, banking, and fraud detection.
- Delivered scalable SaaS/PaaS booking, aggregation, and CRM platforms in travel and hospitality.
- Executed complex cloud migrations and integrated process automation for Criminal Records, GIS, MVD, and reservation platforms.

Work Experience:

- Product Implementation Manager, UST (From Nov/2019 onwards)
- Senior Project Manager, IBS Software (Dec/2013-Nov/2019)
- Project Manager, NTT Data (Mar/2007-Nov/2013)
- Software Engineer, IBS Software (Jul/2005-Mar/2007)
- Software Engineer, Nest IT (Oct/2004-Jun/2005)
- Software Programmer, Corpcan Technologies (Oct/2003-Sep/2004)

Key Contributions:

Proven leader in product implementation, customer engagement, and AI based business transformation, delivering revenue growth, cost optimization, and end-to-end SaaS/cloud product delivery across global teams.

- Improved EBITDA and delivery speed by integrating LLMs into the developer/support lifecycle while maintaining 99.99% system availability.
- Provided both engagement and technical leadership for global AI platform implementations.
- Automated application rationalization, cutting time, errors, and costs for a 4,000+ application portfolio.
- Converted business needs into SoWs, winning outcome-based, T&M, and fixed-fee deals.
- Interfaced with customer leadership to shape roadmaps, PoCs, and long-term partnerships.
- Owned end-to-end product delivery—from discovery to hypercare—for Cloud/SaaS solutions.
- Successfully improved customer revenue and reduced operational costs through innovation.

- Defined migration strategies for legacy-to-cloud transformation with DR/BCP planning.
- Led cross-functional teams (40+ resources) across onshore/offshore models.
- Collaborated with Legal, Sales, and Sourcing teams to close large contracts.
- Delivered effective UAT, change management, and customer onboarding programs.
- Created detailed project plans, RAID logs, and tracked OKRs for delivery teams.
- Supported global RFP responses and drove pre-sales and solutioning efforts.
- Translated high-level ideas into BRDs, technical designs, and architectural models.
- Managed escalations and served as a liaison between IT, business, and leadership teams.

Integration Experience:

- ERP & Enterprise Systems: QAD, TOLAS, Oracle EBS, PeopleSoft, SAP, Salesforce, Flexera, Ariba
- Cloud & SaaS Platforms: ServiceNow, Robotic Process Automation (UiPath, Power Automate, Automation Anywhere), OCR, Chatbots
- Monitoring & ITSM Tools: SolarWinds, LogicMonitor, Dynatrace, New Relic, Datadog, AppDynamics, Everest, ICINGA, Freshservice, ITSM
- Middleware & Integration: WebSphere, BizTalk, Active Directory, SFTP/FTPS, Rule Engine
- Networking & Security: WAF, SDWAN, Credit Card Tokenization, Power MHS
- Payment & Transaction Systems: Payment Gateway, MSMQ, Claim Adjudication (ClaimsXten), Healthcare Insurance Fraud Detection, Facets, Amisys
- Travel & Booking Systems: GDS (Galileo, Sabre, Worldspan, Amadeus), OTA, Internet Booking Engine, Loyalty Management System
- Development & Middleware: .NET, Java, Python, JavaScript, Kubernetes, PowerShell, IoT
- GIS & Domain-Specific Systems: ESRI GIS, Property Management System, Point of Sale (POS), Dealer Management System (DMS)
- Vendor & Web Services: External vendor web services
- ServiceNow: ITSM, SAM, Enterprise Architecture (APM)

Detailed Project Information

UST Global

1. Project Name	Strategic Digital Transformation & AI-Driven Operations for US Telecom Giant		
Client	Telecom Customer USA		
Project Description	Management of a multi-million-dollar ($10M+) IT services portfolio for a tier-1 US Telecommunications leader. The portfolio encompasses a diverse technology landscape—ranging from legacy Java/.NET applications to cutting-edge cloud-native architectures (AWS/Azure) and AI integration (OpenAI/Anthropic). Key areas of focus include: • Flagship Consumer Platforms: Supporting the primary mobile application and high-traffic weekly promotion web engines. • Next-Gen Ecosystems: Leading the internal developer platform transformation through AI-enabled CLI/IDE tools and managing an API Gateway processing 2–3 billion daily transactions. • Specialized Vertical Apps: Overseeing IOT-based device tracking systems and Atlassian Ops management.		
Environment	Java/.NET applications to cutting-edge cloud-native architectures (AWS/Azure) and AI integration (OpenAI/Anthropic)		
Duration	From (mm/yy)	08/25	To (mm/yy)	01/26
Role / Responsibility	Delivery & Product Implementation Manager		
Contributions	• Account Governance & Executive Leadership: Act as the primary escalation point for a US Telecom giant, presenting Quarterly Business		

- Reviews (QBRs) to VP-level leadership to align delivery with strategic corporate goals.
- Financial Management & Account Mining: Directly responsible for the $10 Million P&L, driving EBITDA improvement and revenue growth by identifying "account mining" opportunities and authoring winning business proposals.
- AI Transformation & Product Innovation: Spearheading the integration of Large Language Models (OpenAI/Anthropic) into an internal developer platform, disrupting traditional lifecycles through AI-enabled IDE/CLI tools and reducing time-to-market.
- High-Scale Infrastructure Oversight: Managing a mission-critical API Gateway handling 2–3 billion transactions per day and overseeing IOT-based device tracking apps, ensuring 99.99% availability and global data privacy compliance.
- Strategic Delivery & Onboarding: Leading full-cycle product onboarding and business retention tactics for flagship mobile applications and high-traffic web platforms across diverse cloud regions (AWS/Azure).
- People & Practice Leadership: Managing a cross-functional team of 40+ professionals, fostering a culture of innovation by partnering with specialized practice leads to implement modern engineering transformations.
- Operational Excellence: Driving measurable improvements in engineering metrics and customer satisfaction through rigorous service level management and automated developer workflows.
- Diversified Tech Stack Governance: Overseeing a complex environment spanning Java, .NET, Kubernetes, and Docker, ensuring all implementations meet strict security and regional compliance standards.

Team Size	40
2. Project Name	Application Rationalization for a telecom customer
Client	Telecom Customer USA
Project Description	Drove $150 M+ in annual savings for one of the largest wireless network operators in the U.S leveraging Service Now EA / APM. IT landscape comprised of 4,000+ applications driven by M&A and organic expansion. The client faced high IT operational costs due to a fragmented application landscape with these redundant and overlapping applications, making it difficult to manage resources efficiently. The absence of centralized visibility into application-to-business capability mapping and criticality further complicated efforts to prioritize modernization or retirement. Additionally, the lack of a unified view of portfolio health, technical debt, and strategic alignment hindered informed decision-making and optimization. Team leveraged ServiceNow's EA and APM modules to modernize / automate the rationalization framework. Centralized Application Visibility, Central catalog structured by business function via CMDB, Visual dashboards mapped to Invest, Sustain, Migrate, Retire quadrants. Data-Driven Decision Making: Automated scoring of value, usage & risk indicators, Objective, data-driven decisions removed human bias and reduced errors. Continuous Rationalization & Cleanup: Continuous rationalization with monthly onboarding, Governance workflows ensured quarterly and on-demand data certification. Risk & Lifecycle Management: Integration with TPM delivered visibility into technology risks and lifecycle stages.

	~6,046 hours saved/year; ~$604,600. Enabled continuous application review with significant time and cost savings. Identified 30–40% of applications as potential candidates for consolidation or retirement. Eliminate manual errors in rationalization. Use unified scoring to assess value, usage, and risk. Ensure smooth onboarding and cleanup, even during growth.
	Used custom indicators and bubble charts to classify apps, with dashboards, workflows, and data certification jobs ensuring visibility and data hygiene.
	Categorized applications by business alignment, category, and process. Configured EA Workspace for unified modeling and visualization across portfolios.
	Mapped applications to multi-level business capabilities and assessed maturity using scoring profiles. Assessment & Rationalization Framework, Application Classification, Centralized Inventory Creation, Application Inventory Analysis
	EA Workspace Configuration, Total Cost of Ownership Model and optimized procurement framework established.
Environment	ServiceNow – APM/EA Module,

Duration	From (mm/yy)	11/24	To (mm/yy)	07/25

Role / Responsibility	Product Implementation Manager
Contributions	- Work closely with various workstream and ensure timely completion of scope - Monthly review with project sponsors, readout sessions - Coordinate UAT, Deployments and Production Go Live - Work with customer SMEs and identify the gap for automation - Preparing reports for senior management & sponsors, to provide ongoing, at-a-glance summaries of project status - Ensuring deliverables are being completed within the baselined cost plan. - Collaborated effectively with project managers to ensure project deliverables remained on track and aligned with business goals and expectations. - Proactively manage foreseeable program risk, mitigating, as necessary. - Tracking the project progress with appropriate tools. - Managing changes to the program without unduly affecting the stated objectives and benefits. - Perform escalation points for project managers to overcome the challenges.
Team Size	10

3. Project Name	SmartOps Operations Platform
Client	A Product of UST Global
Project Description	SmartOps is an intelligent Operations Platform for any business operations. Today's enterprises are heavily dependent on human interventions for operations. There are many challenges even though part of operation activities is automated. SmartOps is platform-based approach to make the solution mature & scalable. It is a platform unique in industry which provides IT operation end to end automation leveraging artificial intelligence capabilities and machine

learning. This integrates Automation, Knowledge Management, Intelligent Monitoring and Autonomous Operations capabilities.

As a product side delivery manager, was able to lead multiple implementations in SmartOps delivery team. Contributed towards different customer production go live, by overcoming various challenges in resources, infra, platform etc. A team of project managers, architects, and developers have delivered large and complex programs within budget and schedule to meet the outcomes outlined.

Responsible for the PnL of $5 M, for the entire FinOps and Document Understanding portfolio of projects. Was responsible for tracking financial and operational decision making and implementing a robust governance model involving internal and customer stakeholders.

Developed deep business relationships with key client stakeholders and drive through the E2E requirements of the delivery; ensuring customer expectations are met.

Performed a business consultant role for small implementations by understanding the customers' business and priorities. Created an environment for project teams to identify and report project delivery issues; acting as a facilitator to resolve.

Manufacturing US Customer – TOLAS & Oracle EBS Invoice processing. It was the Pilot project implemented using SmartVision. Was able to co-ordinate among platform, account team, customer IT team, Customer business team, Customer vendor teams, UST ISMS, UST CAB Team and CIS Infra team. He was able to complete project on time even though there were many first cutover challenges. Completed processing of around 60 K invoice in production.

Has strong working knowledge of delivering projects from end-to-end. Australian Retailer Account Payable migration, Purchase Order migration, Accounts Receivable migration & Proof of Pickup / Proof of Delivery processing. It was one of the challenging projects to migrate using SmartOps as we had a very short timeline due to Automation Anywhere license dependency. As we were replacing existing AA bot, it was mandatory to avoid any gap while we implement SmartOps. Customers have provided feedback that our solution has improved Customer experience by at least 40%.

Helped a customer in US clinical research domain to automate their sales admin process in Salesforce. Below were the four processes: Business Development project creation, Billable project creation and budget submission, Billing Notification Form Submission and Proof of Delivery Chase & Submission. Automation was done as a combination of RPA and AI cognitive platform for document understanding.

Implemented automation that will read and validate prescription data uploaded by customers of an online eyewear retailer in US, hence reducing the need for manual validation and improving overall order processing turn time. Implemented HIPAA compliance as part of this process automation.

Completed automation for a healthcare insurance payor in US, that focuses on the extraction of specific FOIs from documents submitted by healthcare providers and members as part of the enquiry process as well as the availability of Keyword search functionality within the PDF documents. For the same customer,

	completed benefit validation and benefit configuration automation in FACETS system. HR and FinOps - Completed automation project using Core Platform of SmartOps where system read employees emails to HR and create tickets in Service Now system. Also was responsible for the team implementing the AP automation in Internal Finance team. Led a team of three architects and business analysts, to invent a new IP patent product for document comparison. I was able to apply entrepreneurial skillset in that. Two customers signed the contract to implement the product in legal and healthcare domain. The product was able to process 5000+ pages at a time and generate the comparison result. This saved 70% of the labor effort and removed non-compliance of the system due to manual errors. AI Ops implementations for US & UK investment customers, Healthcare, and India private bank. Integrated into the AI system with various applications and infra monitoring tools. Also, provided a single pane of glass dashboard for leadership team, to review the real time data and take business decisions. System also integrated with ITSM tools and saved 30% support team effort through auto closure, noise suppression, ticket correlation and auto ticket resolution. Provided support and directions to project managers, for successful production cutover and development phases, respectively. WAF set up - Took the responsibility to implement WAF security into the entire SmartOps platform and coordinated with teams in Israel to get this done. This was a critical but painstaking task, as knew the importance of security in product implementation, used past career experience here, and was persistent to get this done. Established a CAB and Deployment process for pre-prod and production environments. Was able to proactively anticipate the risks and identify avoidance / mitigation strategies for various projects. Was able to counsel, mentor and manage peers and team members to help them realize their full potential. Was able to work with product engineering, sales, marketing, and support to ensure revenue and customer satisfaction. Was able to interface and communicate with the various onsite and/or offshore stakeholders and coordinators on a regular basis to ensure smooth execution of responsibilities.

Environment	Python, Java, Mongo DB, Web Services, Kibana, ICE, Stanford AI, Paleo, Snorkel, Ui Path, Automation Anywhere, Blue Prism			
Duration	From (mm/yy)	12/19	To (mm/yy)	10/24
Role / Responsibility	Product Implementation Manager			
Contributions	- Program management of multiple implementations of SmartOps product for various customers. - Preparing reports for senior management & sponsors, to provide ongoing, at-a-glance summaries of project status - Ensuring deliverables are being completed within the baselined cost plan. - Collaborated effectively with project managers to ensure project deliverables remained on track and aligned with business goals and expectations.			

	• Proactively manage foreseeable program risk, mitigating, as necessary. • Tracking the project progress with appropriate tools. • Managing changes to the program without unduly affecting the stated objectives and benefits. • Support Presales activities by providing cost and effort estimates for new implementations. • Perform escalation points for project managers to overcome the challenges.
Team Size	36

IBS Software Services

1. Project Name	Hotel Booking Solutions
Client	Product of IBS
Project Description	Hotel Booking Solutions brings order and simplicity to travel distribution, enabling both hotel companies and distribution channels to unlock their full revenue potential. HBS empowers hotel companies to harness, forecast and shape demand resulting in improved financial performance and market position. Through a single interface from a central reservation or property management system to HBS network, hotel companies (suppliers) gain immediate connectivity to HBS Demand Partner Network that includes many leading travel distribution companies and demand aggregators for the global marketplace. Product manages 200+ customers, 7,000 search TPS and 500,000 bookings per month. Deployment was in AWS, distributed among 150 servers, in SAAS model. Staff Hotel booking solution provides connectivity to Expedia affiliated network and gives discount rates to end users. This was integrated with Staff Travel Management product of IBS. Private Label Portal is used by travel agents, through this OTAs can book rooms/packages of a hotel company who manages the portal. Internet Booking Engine helps Hotel companies to provide direct bookings portals for guests.
Environment	.Net Framework 4.5, SQL Server 2012, C#, ASP.NET, Angular JS, React JS, Mongo DB, PostgreSQL
Duration	From (mm/yy)	05/18	To (mm/yy)	11/19
Role / Responsibility	Core Development Manager, CCB Owner and Release Manager
Contributions	• Track the progress of all issues reported from production in JIRA • Track the progress of enhancements executed by the core development team in product roadmap • Identify risks in the project and manage risks with suitable mitigation and contingency plans • Ensure team members adhere to the processes defined in the project • Identify the project specific processes, methodology and tools to be followed/ used by the team • Review the framework plans for the product, for any additional implementation specific details to be added • Plan the reviews to be done in the project and assign the review responsibilities to team members for the effective verification process for all work products

	• Review and approve baseline audit checklist prepared by the configuration controller • Ensure the off-boarding compliance when a member leaves the project by checking the revocation of access, ensuring compliance w.r.t. Non-Disclosure Agreement exit etc. • Approves the competency needs and training plan for the project • Security testing for the production build whenever needed • Co-ordinate project-related training for the team members in tandem with the Training Department • Responsible for the administration of the software releases according to the documented procedure • Escalation points for Project Managers of Staff B2C, PLP & IBE products • Manage hiring and appraisal of Developers & Architects • Lead team for PCI, SSAE, ISO external audits. • Coordination between Cloud, Network, System, DBA, Implementation, Interface, Product, Support, InfoSec and Testing teams, for releases and L3 support tickets • Own and manage CCB process for various products.
Team Size	20
2. Project Name	**Implementation of Travel Management Product**
Client	A Cruise Company, Norway
Project Description	A unified selling and production technology platform. This new platform enables travel companies (airlines, tour operators, hospitality companies) to digitally source products and services from all their travel partners, package it, and directly offer to travelers through a digital device of choice, be it a laptop, smart phone or smart watch. With this product, it will no longer be necessary for travel enterprises to produce and operate all travel products and services that they offer to their customers. The product has capabilities to personalize or customize these offerings, depending on the individual requirements, tastes and preferences of the traveler, thus enhancing customer loyalty and repeat business. The platform will also facilitate cross-selling and upselling opportunities and enhancing ancillary sales, thereby driving incremental revenues. Four different variants of the technology platform have been developed to suit the unique requirements of tour operators, cruise lines, airline and hospitality companies world-wide.
Environment	Java, Oracle, PostgresSQL, AWS, Reports, Web Services, Active MQ, CMS, DMS, Sprout, Hibernate
Duration	From (mm/yy) 08/16 To (mm/yy) 03/2018
Role / Responsibility	Offshore Project Manager
Contributions	• Single point of contact for various internal stakeholders of the program. • Manages and co-ordinates the project team activities offshore • Prepare sub-plans derived from the Master plan and execute each one of them • Prepare and submit weekly report to implementation manager, demonstrating progress of implementation, integration, data migration and CRs. This report circulates to CTO.

	• Ensures that there is effective communication among all the key stakeholders in the implementation program in accordance with the communication plan devised • Work with external vendors to ensure their deliverables based on aligned schedule. • Maintaining project schedules, work breakdown structures, issue/decision logs, minutes of meetings and status reports. • Proactively manage foreseen project risk, mitigating as necessary. • Coordinating activities across different organizational functions. • Customer Interaction and Weekly Connect with them • Process Engineering & Quality Assurance Activities. • UAT Support & Cutover Activities
Team Size	18

3. Project Name	Air to Galaxy
Client	An Entertainment Company, USA
Project Description	Deliver services towards the customization and implementation of the Business Logic, Rules Engine and the Aggregation Layer ("Solution") to enable adding Air, Rental Car and Insurance products to customer's Internet Booking Engine (IBE). Project Scope includes customizing and implementing the Business Logic, Rules Engine and the Aggregation Layer being developed by company for adding Air, Car Rental and Insurance products to customer's hotel booking path. Also needs to deploy, configure and test production deployment of the Solution in company's Hosting Environment.
Environment	Java, Oracle, PostgresSQL, Web Services
Duration	From (mm/yy): 10/15 To (mm/yy): 07/16
Role / Responsibility	Offshore Project Manager
Contributions	• Managing each phase of the SDLC from requirements definition, solutions design and testing through implementation and user acceptance. • Maintaining project schedules, work breakdown structures, issue/decision logs, minutes of meetings and status reports. • Preparing reports for senior management & sponsors, to provide ongoing, at-a-glance summaries of project status and application performance. • Ensuring deliverables are being completed within the baselined cost plan. • Collaborated effectively with program managers to ensure project deliveries remained on track and aligned with business goals and expectations. • Proactively manage foreseen project risk, mitigating as necessary. • Planning project timelines and adhering to them. Tracking the project progress with appropriate tools. • Managing changes to the project without unduly affecting the stated objectives and benefits.

	• Organize meetings with Stakeholders and Developers for Project Requirements. • Coordinating activities across different organizational functions. • Motivating team members and Assigning work. • Checking project progress toward meeting its objectives. • Determining the cause of deviations from the plan and taking corrective actions to address deviations • Support Presales activities by providing cost and effort estimates for new implementations using Function Points and SLOC methods.
Team Size	10
4. Project Name	**Air Program Scheduling System**
Client	An Entertainment Company, USA
Project Description	As a part of company's marketing efforts, it uses charter and commercial flights to transport guests from selected customer segments and target markets to its properties. Air Program project covers trip scheduling, pricing, inventory management, reporting, online booking in a web application. In the absence of an effective software system, it took company several weeks to manage bookings and do trip scheduling and flight scheduling for a quarter of the year. The booking process itself was completely manual. A program was undertaken to automate each of these business processes, bringing in operational efficiency, capability to yield air bookings and thereby reducing the overall cost of operations. Some of the objectives accomplished through this were the automation of trip and flight scheduling to improve operational efficiency. This reduced the time to schedule trips and flights from two months to just four days. The option called Trip Pricing was introduced. This enabled the operations team to define the price for each offer type. Some of the other accomplishments were the introduction of an agent's portal to enable publishing of trips to agents and ability to request, review, approve and contract the seats based on the trip pricing, configuration etc. The means to offer and deliver flight bookings along with hotel bookings included functionality to automatically calculate price based on the control segment/play value of the guest. This would help to significantly improve operational efficiencies and redeployment of call center staff (who otherwise do these functions manually and over phone) to other business operations. A public website for Rewards members and non-rewards members to book flights and hotels directly was also launched. In addition to improving customer experience, it has resulted in savings from agent commissions for the company. Also introduced were the means to overbook, waitlist, etc. This helped maximize the ROI on flights.
Environment	.Net Framework 4.5, C#, VB.NET, SQL Server 2008 R2, SSIS, SSRS, JQuery, Backbone Framework, ASP.NET, IIS
Duration	From (mm/yy)	12/13	To (mm/yy)	09/15
Role / Responsibility	Offshore Project Manager
Contributions	• Managing each phase of the SDLC from requirements definition, solutions design and testing through implementation and user acceptance. • Maintaining project schedules, work breakdown structures, issue/decision logs, minutes of meetings and status reports.

	• Preparing reports for senior management & sponsors, to provide ongoing, at-a-glance summaries of project status and application performance.
	• Ensuring deliverables are being completed within the baselined cost plan.
	• Collaborated effectively with program managers to ensure project deliveries remained on track and aligned with business goals and expectations.
	• Proactively manage foreseen project risk, mitigating as necessary.
	• Planning project timelines and adhering to them. Tracking the project progress with appropriate tools.
	• Managing changes to the project without unduly affecting the stated objectives and benefits.
	• Organize meetings with Stakeholders and Developers for Project Requirements.
	• Coordinating activities across different organizational functions.
	• Motivating team members and Assigning work.
	• Checking project progress toward meeting its objectives.
	• Determining the cause of deviations from the plan and taking corrective actions to address deviations
	• Support Presales activities by providing cost and effort estimates for new implementations using Function Points and SLOC methods.
Team Size	22

NTT DATA Inc

1. Project Name	History Records Information System
Client	A State Government, USA
Project Description	History Record Information (HRI) is an integrated solution that lets the State record, process and disseminate history data and information to justice agencies and individuals on request. HRI communicates to various Local, State and Federal agencies.
	Annual transaction count in HRI, excluding the batch process, will come around 16 – 18 M and the percentage increases annually by around 1.5-2%. The size of the database is 800 GB including archive data. There are 300 UI users for the system. Many schedulers, SSIS packages, SQL Jobs, batch processes and message transactions are fulfilling the business requirements of the system.
	HRI system is based on a three-tier architecture model. The solution is developed using C# Windows Forms, C# classes deployed as .NET Web Services, BizTalk as the integration broker, and SQL Server on Microsoft Windows Operating System.
Environment	.Net Framework 4.0, C# 2010, SQL Server 2008 R2, SSIS, SSRS, BizTalk 2010, MSMQ 5.0, IBM WebSphere MQ 7.1, Ent. Library 5.0, VS Ultimate Web & Load Test, TFS, VS Setup Projects
Duration	From (mm/yy)	04/12	To (mm/yy)	Till date
Role / Responsibility	Project Manager			
Contributions	• Managing each phase of the SDLC from requirements definition, solutions design and testing through implementation and user acceptance.			

	• Maintaining project schedules, work breakdown structures, issue/decision logs, minutes of meetings and status reports • Preparing reports for senior management to provide ongoing, at-a-glance summaries of project status and application performance • Collaborated effectively with program managers to ensure project deliveries remained on track and aligned with business goals and expectations. • Developed critical client relationships through being available for client requests to accomplish client goals and maintaining close communication with project team regarding client contact tactics and strategies. • Defining the scope of the projects and settings goals. Assessing project requirements and allotting projects to suitable candidates. • Planning project timelines and adhering to them. Tracking the project progress with appropriate tools. • Appreciated by customer on attitude, solutions, and research on multiple occasions. Contributed to the client win of a million-dollar project. • Suggested cost-effective solutions to the customer and organization that received appreciation from delivery and client management. • Received employee incentive program award in 2012 for contributions. • Conducted Trainings on Software Designs, Applications and Code Reviews. • Organize meetings with Stakeholders and Developers for Project Requirements. • Perform Impact Analysis for new requirements; design and create high level design using proof of concepts. • Support Presales activities by providing cost and effort estimates for new implementations using Function Points and SLOC methods.
Team Size	18
2. Project Name	Claim Processing System
Client	Health Insurance Solutions, USA
Project Description	The product is for processing medical claims from insurance companies and identifying invalid/fraud claims from providers and hospitals. There are pre-defined rules which are getting fired against these claims and saving money for insurance companies. This is service oriented architecture. The system is flexible enough to configure depending on customer's requirements. There are many windows services (File Watcher, File Mapper, File Loader, Rule Engine, Report Engine etc.) and a web user interface to display claim, provider and member information. Windows Services are written using C++, Tcl and C#. Web applications are developed using Classic ASP. Oracle is the relational database for the system. There were three kinds of interfaces for users to send claims to the system: batch file, through web service and as message. The system is configurable to handle professional, pharmaceutical and facility claim from insurance companies. Also, system could insert and update members and providers with details. The rules are configurable as per customer's request, also can create new rules. System is flexible enough to accept different formats of claims data. The end user will be receiving validation reports and suggestions from the system about each claim.

Environment	.Net Framework 1.1, C# 1.1, Oracle 10g, ASP, Tcl, InstallShield, Toad, Pervasive, Visual Test, Visual Source Safe, Star Team, InstallShield, nMake, SQL Loader

Duration	From (mm/yy)	09/08	To (mm/yy)	03/12

Role / Responsibility	Onshore Coordinator & Senior Developer
Contributions	- Worked in C#, classic ASP for doing enhancements and customization in the product. - Worked on a component that interacts with Claims processing systems like FACETS, AMISYS, and Power MHS etc. - Adopted emerging technologies to provide solutions to client requirements. - Worked on ICD10 upgrade of the ClaimsXten product. - Provided support for different clients' implementation. - Involved in interacting with end users and understanding the requirements. - Co-ordinate offshore team to achieve the goals in planned effort and schedule - Worked as a release developer for the external and internal build of the application - Provided Technical Leadership to development teams. Mentored Team Members and perform Code Reviews. - Production Support & defect fixing. Written stored procedures, functions using Oracle 10g - Deployment of Application on Test and Production Server. - Worked in ETL tool Pervasive to complete data transfer from physical input file to DB - Coach, mentor and lead personnel within a technical team environment. - Worked on data mapping exercises for customers those have claim data in different formats. - Review and repair legacy code. Aid testers and support personnel as needed to determine system problems. - Worked with WellPoint, Kaiser Permanente, Aetna, Humana, HCSC, Cigna, BlueCross BlueShield, WellCare, Amerigroup, HNE and Geisinger
Team Size	12
3. Project Name	HA Framework
Client	Health Insurance Solutions Company, USA
Project Description	The HA Framework is a proprietary framework, identified as the architecture for all future products of the customer. Its main advantage lies in the ease of development of applications based on this framework, using the software industry's two currently leading technologies, namely Java and .NET. HAF is currently being used by many products. HAF is composed of several components that facilitate web service-based application development and spans both the client and the server worlds.
Environment	.Net Framework 2.0 , C# 2.0, FxCop, Log4Net

Duration	From (mm/yy)	02/08	To (mm/yy)	09/08

Role / Responsibility	Designer and Project Leader
Contributions	- Worked as a designer for doing enhancements in the framework. - Involved in development and maintenance of the framework. - Involved in interacting with customers and clarifying the requirements. - Involved in creating the custom controls which are part of the Common Controls. - Lead the team to achieve the goals in planned effort and schedule
Team Size	08
4. Project Name	Office of Motor Vehicle
Client	A State Government, USA
Project Description	OMV is an application for maintaining the Motor Vehicle Policies and Rules for the state. This application targets to automate and customize the office of OMV. The designing phase requires all the knowledge of Design Patterns, UML and creating LLD design from HLD.
Environment	.Net Framework 1.1, SQL Server 2005, VB.NET, ASP.NET, RSA, SSIS Package

Duration	From (mm/yy)	04/07	To (mm/yy)	01/08

Role / Responsibility	Designer.
Contributions	- Created Low Level Designs with the help of requirement documents and HLDs. - Giving guidance and knowledge transfer to the developers for the completion of the use cases as per the LLD. - Doing code reviews, unit test case reviews and code optimization activities.
Team Size	61

IBS Software Services

1. Project Name	Hotel Booking Solutions
Client	Product of IBS
Project Description	Hotel Booking Solutions brings order and simplicity to travel distribution, enabling both hotel companies and distribution channels to unlock their full revenue potential. HBS empowers hotel companies to harness, forecast and shape demand resulting in improved financial performance and market position. Through a single interface from a central reservation or property management system to HBS network, hotel companies gain immediate connectivity to our Demand Partner Network that includes many leading travel distribution companies and demand aggregators for the global marketplace
Environment	.Net Framework 2.0, SQL Server 2005, C#, ASP.NET, SVN

Duration	From (mm/yy)	02/06	To (mm/yy)	03/07

Role / Responsibility	Developer and Training Coordinator
Contributions	- As part of the normalization of the existing database, created new Data Transfer Objects and Data Access Objects in Data Layer. - Developed connectivity for GDS Interfaces Galileo, Sabre and Worldspan in existing system.

	• Completed optimized conversion of data from old database to new normalized database. • Involved in testing GDS connectivity in existing system
Team Size	33
2. Project Name	**Complaint Redressal System**
Client	State Government, India
Project Description	CRS is a web-based application for a government organization. Fast and structured complaint solutions are the advantage of CRS. The Complaint Redressal System (CRS), provided by IBS, will automate the complaint redressal process in the organization. The CRS will record and process the transactions, right from registering the complaint to capturing the complainant's feedback about organization's service. Registration of complaints, Routing and escalation of complaint, display of flash news in the case of critical issues, Provision to find the cost incurred for a complaint, Provision to track a complaint and Generation of Reports are the key functionalities of the system.
Environment	.Net Framework 1.1, Oracle 9i, VB.NET, ASP.NET, Crystal Report
Duration	From (mm/yy) 07/05 To (mm/yy) 01/06
Role / Responsibility	Developer and Matricyst
Contributions	• Wrote System Use Cases, created Test Cases for Unit Testing, Integration Testing and Factory Acceptance Testing. • Maintained Project Tracking Sheet and calculated variance of Effort and Schedule. • Implemented business logic using Oracle stored procedures. • Involved in drawing Data Flow Diagram and System Flow Diagram • Involved in development of Master UI pages in VB.NET and Reports in Crystal Report
Team Size	08

NeST Information Technology

1. Project Name	Land Information Center
Client	Government of a Middle East Country
Project Description	Customizing ArcMap application using Arc Objects 9. The system is using Arc Spatial Data Engine as the middleware between ArcMap and the Oracle database. Creating Tools and Commands using COM Classes. The scope of the project involves the transition of the existing coverage data model to the latest object oriented ESRI Geodatabase model and redeveloping the existing applications in VBA/ArcObjects and Microsoft COM+ based rapid application development environment. It also involves designing, creating and migrating existing GIS database in LIC to new optimal ArcSDE Geodatabase model in Oracle RDBMS.
Environment	.Net Framework 1.1, Oracle 9i, VB.NET, Arc Objects9
Duration	From (mm/yy) 10/04 To (mm/yy) 06/05
Role / Responsibility	Developer & Quality Controller

Contributions	• A part of the team which developed a tool to create polygons using its corresponding points. • Prepared Quality Assurance checklist for monthly internal auditing. • Developed Administrator UI and its functionalities
Team Size	12

Corpcan Technologies

1. Project Name	Vehicle Management System			
Client	VMS is a product of Corpcan Technologies			
Project Description	Using this Client-Server system, the day-to-day activities of the transport department can be easily manipulated. It is flexible in such a way that it can be plug in as module in ERP products. VMS can be used by any Fleet Operators with minimal change in setting.			
Environment	.Net Framework 1.0, VB.NET, MS SQL Server 2000, Crystal Report			
Duration	From (mm/yy)	10/03	To (mm/yy)	09/04
Role / Responsibility	Junior Developer			
Contributions	• Completed Unit Testing of RTO Modules like Tax and Insurance. • A part of a team which developed User Interfaces using different Dot Net controls. • Created User manual for the application.			
Team Size	07			