

Vigneswari Sambandam, Tech Lead | 513 615 4472 | vigneshwarie@gmail.com

An accomplished IT professional with 14 years of experience in architecting and developing IT applications across industries with a proven track record of delivering value to the business in Healthcare, Telecom, and Service Industries, looking for leadership roles.

CORE COMPETENCIES

SDLC | Project Delivery | Customer Management | Budget | Solution Design | Audit | Governance

PROFESSIONAL SUMMARY

- Handled business process re-engineering and architecting IT solutions for business effectiveness.
- Designed and presented POC and proposal for RFP.
- Project management Initiation, Scheduling, Costing, Staffing/Hiring, Training, Monitoring, and Controlling
- Software Development Life Cycle(SDLC) – authored and approved deliverables viz; requirements, design, testing, and training documents.
- Lead client interview requirement gathering and solution walk-through sessions to senior management.
- Mentorship to develop resources.
- Designing and delivering complex and scalable solutions.
- Advise areas of improvement and IT solutions to businesses on managing the business challenges.
- Implemented IT applications - Pharma and Telecom business.
- Collaborated with fortune 500 clients on multiple projects to design, deliver and support business-critical applications.
- People Management - Managed a team of 15+ in IT projects and 7+ Business stakeholders.
- Stakeholder Management – internal and customer organization on handling project and support issues.
- Collaboration with business, technology, and support teams on solution design and support.
- Review and approval of Functional/Technical specifications, Project plans, and analytics solution design
- Implemented and achieved two ISO certifications for Enhanced Software Solutions.
- Facilitated appraisal and career planning process for the resources.

AWARDS & ACHIEVEMENTS

- *Abbott Healthcare Award* - for successful implementation of Salesportal Migration - 2018
- *Enhanced Software Solutions Award* for Implementing ISO standards & ISO Certification - 2014
- *Orange Business Services (OBS) Award* for iBid - Successful Project Implementation, 2012
- *Star Performer* for the year 2012 at Enhanced Software Solutions Pvt. Ltd.
- *Rookie Award* for the year 2010 at Enhanced Software Solutions Pvt. Ltd.

EDUCATION & CERTIFICATIONS

- **US Masters**, Information Technology, University of the Cumberland, U.S. (pursuing)
- **Bachelor of Engineering**, Computer Science, Anna University, India. 2002 - 2006.

- ITIL® Foundation Certificate in IT Service Management - Certification # GR671139701VS
- Certified IT Service Management Foundation™ - Certificate ID # - 19344
- OutSystems Associate Reactive Developer O11 – Certificate ID # 0000000097059828

SKILLS SUMMARY

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|-----------------------------------|---|
| Languages | : C, C++, JAVA/J2EE (NIIT Certified), ASP.NET, VB.NET, C#, AJAX, Python |
| Databases | : Oracle, MS SQL Server, MySQL |
| Application Server | : Tomcat, WebSphere, MS IIS |
| Web Technologies | : HTML, DHTML, JavaScript, VBScript, XML, PHP, jQuery, CSS |
| Software Development Tools | : Visual Studio, Eclipse, OutSystems |

CAREER HISTORY

ENHANCED SOFTWARE SOLUTIONS, India, Mumbai

Technical Lead

Dec-2015 - Present

Technical Account Manager for Abbott India Ltd and Abbott Healthcare Pvt. Ltd.

- Liaise with customer to identify new business opportunities, areas of improvement in existing processes.
- Define scope of opportunities, estimate efforts, finalize proposal until deal closure.
- Accountable for multiple IT applications and responsible for end-to-end development and maintenance.
- Responsibilities include requirement gathering, solution design, development, testing, rollout, and production issues at Abbott.
- Conduct status review meetings, prepare status reports, and regularly publish them to the stakeholders.

Achievements:

- Client Abbott: End-to-end IT applications include Customer Portal, MIS Reports, Scorecards, and BPM reports in Salesportal, Migration of ACE Application to Salesportal, and customization like Y Structure in BPM reports, GTM2 implementation in BPM Reports.
- Client OutSystems: Compliance Risk Tracker for Federal Bank Ltd, CapEx for Zyduz Cadila, Loan Application System for HDFC Bank Ltd, and Consignment Tracking System for RBL Bank Ltd.
- Enhanced Software Solutions: Management Representative and Lead Implementor of the ISO standards and successfully implemented ISO 20000:2018, ISO 9001:2015, and ISO 9001:2008 standards.

Software Developer

Apr-2011 - Dec-2015

Technical consultant - Abbott Healthcare Pvt. Ltd, Orange Business Services & Pfizer India Pvt. Ltd.

- Developed, maintained various applications from solution design, development, testing, rollout, and addressing production issues.
- Conduct weekly business meetings to explain the completion of user service requests and the enhancement status.
- Notable IT projects include the ACE System, Incentive Management System, iBid Application, and customizations like Hierarchy wise SKU wise Report, Implementation of Unit wise SKU detailing in BPM Reports, Scorecards, and MIS reports.
- Developed and formatted reports based on business user requests using PL SQL scripts.
- Optimized long-run SQL jobs meeting 100% SLA and doubled CPU workload to increase the throughput.

- Documented test plans, test cases, scripts, procedures, assumptions, and validations based on design specifications for unit testing, system testing, expected results, preparing test data, and loading for testing, error handling, and analysis.

- Lead Implementor of the ISO standards for Enhanced Software Solutions Pvt Ltd and successfully implemented ISO/IEC 20000:2011.

Jr. Software Developer

Apr-2010 - Mar-2011

Technical Consultant for Nicholas Piramal Healthcare Ltd.

- Implemented and managed the Mid-Month Secondary Sales system, Deal Pricing & Secondary Sales, and Incentive Management System for Nicholas Piramal Healthcare Ltd.
- Authored and maintained numerous PL-SQL procedures for various reports. Involved in writing complex PL/SQL Packages, Functions, Stored Procedures, and Database Triggers to process, update or modify the data through a batch process.
- Engineered numerous performance improvements to the pricing system by accessing the Explain Plan, implementing Partitions, and appropriate Index to tables in ORACLE SQL.
- Developed and maintained manifold dashboards utilizing HTML, CSS, JSP, Java/J2EE, and Application servers.
- Interviewed Customers, gathered requirements, and documented.

YOUNGBULL\$ EDUCATION, India, Navi Mumbai

Web Developer

Aug-2008 - Mar-2010

- Designed and developed web pages using PHP, HTML, CSS, JavaScript, MySQL, and host as per client expectations.
- Designed Mockups and templates for online examination and hosted them periodically.

Q-BASE TECHNOLOGIES, India, Puducherry

Web Developer

Aug-2007 - Oct-2007

- Developed and designed web pages and forms using JSP and JavaScript and hosted them as per client expectations.
- Documented user manuals.