**VIMALPRIYA KOTHANDAPANI**

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**Professional Summary**

* 6 years of total IT experience in Business Requirements Analysis, Application Design, Data Modeling, Designing, Coding, Development, Testing and Implementation with Java , RDBMS with Helpdesk ITIL framework.
* Expert Knowledge in ITIL V3 Framework on Service Management Operation and Release Management.
* Proficient in using the ITIL V3 Framework on Project implementation.
* Expert knowledge in SQL, PL/SQL and more than five years as Oracle 7x, 8i / 9i/10g of Oracle
* Expert knowledge in Hewlett packet service desk tool SP 23
* Good knowledge and experience with oracle and writing T-SQL procedures.
* As Team Lead had worked on CMMI Audit and Quality Audit.
* Team lead experience in Pl/SQL, Service Now (Service Management Helpdesk), HP Service Desk SP 23 Development, Maintenance, Testing, Production support and Documentation.
* Excellent skill in understanding Clients Business Case; develop and deliver the quality product as per the requirements and specifications within the committed timelines.
* Proficient in Server Side Programming using Java
* Proficient in On Demand integration using Service now helpdesk framework.
* Expert knowledge in Business to Business Integrations using web services.
* Technical expertise in Application Performance Tuning.
* Owned the responsibilities of defining Base line Architecture, design documents and data standards
* Catalogued projects from conceptual phase to go-live phase by utilizing Technical and Project Management skills.
* Quick learner, good Team player and Team Lead.

**Professional Certifications:**

* Six Sigma Green Belt Certified
* Six Sigma Black Belt Trained
* LEAN Certified
* Patni L2 Certified Programmer in RDBMS
* Acquired Value Innovation Idea Certification
* Knowledge of Patni Plus methodologies
* Participation Certificate on CMMI Audit
* ITIL V3 Trained
* ITIL Service Management Operation Trained

**Educational Qualification:**

**Post-Graduation:**

Degree : **M.S.** in Software Engineering

College/Campus : Work-integrated learning program conducted at Patni Computer Systems, India

University : Birla Institute of Technology & Science (BITS), Pilani, Rajasthan, India.

**Under-Graduation:**

Degree : B.Sc., (Computer Science)

College/Campus : K.C.S. Kasi Nadar College of arts and science, Chennai, India.

University : University of Madras.

**Highlights:**

* Topper in Post-Graduation with Excellent Grade
* First Class in Under-Graduation
* First Class in Higher Secondary
* First Class in Secondary

**Technical Skills:**

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| **Programming Languages** | SQL , PL/SQL, PLSQl Developer, TOAD (Quest),Oracle SQL Developer and Java |
| **Web Technologies** | JSP, XML, HTML |
| **Web & Application Servers** | WebLogic, JBoss |
| **Databases** | Oracle 9i, 10g, 11g & SQL |
| **Operating Systems** | Windows 2000, XP, 7 and Unix (Sun Solaris) |
| **Framework** | ITIL V3 , HPSD, ServiceNow, Alarmpoint |
| **IDE** | Eclipse 3.1 |
| **Scripting Languages** | HTML, Java Script |
| **Version Control Systems** | CVS, VSS ,PVCS |
| **Job Schedulers** | Autosys |
| **Other Tools** | PL/SQL Developer, Toad, Support Central, WebEx, HP SP23, SNC (ServiceNow), ArgIs. GIS (Global integration System) |

**Awards:**

* GE Monthly Award (2008 ,2009, 2010)
* Valuable Contribution Award (2010)
* Certification of Appreciation (2008 , 2009)

**Professional Experience:**

Working with ***iGate Patni*** (formally ***Patni Computer Systems*** in India and a.k.a. ***Patni Americas*** in U.S.), a CMMI Level 5 certified organization, which is 30+ years old in the IT industry.

**Summary:**

GE – Aviation, Cincinnati, Ohio

GE - Aviation is the world's leading producer of large and small jet engines for commercial and military aircraft. GE- Aviation also supply aircraft-derived engines for marine applications and provide aviation services. GE - Aviation's technological excellence, supported by continuing substantial investments in research and development, has been the foundation of growth, and helps to ensure quality products for its customers. Headquartered in Cincinnati, Ohio, GE-Aviation employs around 30,000 people across 40 locations worldwide.

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| Duration Project  Client  Designation  Role  Environment | June 2011 to till date  TSG Service Management Operation  GE Aviation  Technical Lead  Onsite Coordinator / Project Lead  ITIL V3 Framework, PL/SQL, SQL, Core java , Oracle 10g/11g, HTML, JSP, AJAX, Web Services, Service Now and HP Service Desk ( Service management tools). |

Service Now:

Service-now enterprises and service provides a unique solution to successfully manage service levels. The integrated service management functionality allows GE Aviation to manage crucial support and service processes to successfully deal with today's complex IT management challenges.

This is a new implementation of all the GE Aviation Support, Service Process and Management Operation with ITIL V3 Framework in Service now web interface. These services mainly include the automation of the Helpdesk support and service operation, maintenance of SLA metrics across process and on call coverage features.

Major Implementation:

* Implementation of the following ITIL process in service-now – Incident Management, Service Request Management, Service Catalogue, Report, Change Management, Problem Management, B2B (Business to Business) integration.
* Automation of Helpdesk process “On call Coverage” on all the GE Aviation Application (Shared Business).
* Business to Business integrations via web services (Data transmission from one helpdesk Portal to another Helpdesk portal).
* Voice of Customer Survey implementation.
* Automation on Outage communication
* New User Interface for Web helpdesk user.
* Metrics Reports on Helpdesk Portal.
* On Demand Module Integration.
* Release Management Operation Automation
* Usage of License User Optimization.
* Catalogue automation for various module optimized usage.

**Responsibilities:**

* Understanding Client’s Business Case and Responsible for Business Analysis and Requirements Collection
* Estimate the Project Request and coordinate with Project scheduling team to schedule the project based on the Resource Utilization Plan.
* Architect the application with futuristic approach to make is more scalable across different Clients and to accommodate incremental updates, changes to the functionality
* Coordinate with offshore in development and delivery of the quality product as per the requirements and specifications within the committed timelines
* Identify the reusable components, decouple the unit and design them as services
* Handle the efforts and responsible for the Billability of the project without any Overrun or Under run

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| Duration Project  Client  Designation  Role  Environment | Jan 2011 to May 2011  TSG- HPSD Development  GE Aviation  Senior Software Engineer  Developer / Project Lead  Java, PL/SQL Oracle 10g/11g, HP Service desk SP 23. |

TSG – Service Management Operation (HPSD Development)

**Major Implementations**:

1) GIS B2B Change Interface Setup

Business to Business interface for RFC (Request for Change) module. This is a one way, real time B2B between two GE business vendors GIS (Global Infrastructure service) and TSG (Technology Service Group). TSG receives a transaction (GIS’s Change details) in XML format from GIS through the interface layer Web Methods. TSG sends the Receive-ACK xml to GIS once it is received at TSG end and do the sync up processing (Create/Update RFC in HPSD). Finally TSG sends Application-ACK xml to GIS.

Following five types of transactions are in scope,

Open (Open), pending implementation (Update), close (Close), cancel (Close), Withdraw (Close)

In exception handling, if any failure occurs; error mail will send to the support team at the same time Service Call also created and assigned to the support team.

Technology : Java, Oracle 9i, HPSD SP 23.

Team Size : 3 members

Activities:

• Project Lead

• Requirement gathering from GIS, TSG & Web Methods teams

• DB design, Architecture design

• Prepare and deliver the Functional Specification, Technical Design, Test Plan docs

• Coding, Debugging, Unit Testing & Integration Testing

• Conducting System Integration Testing (SIT) & User Acceptance Testing (UAT) with all the stakeholders, development teams (GIS, TSG, Web Methods)

• Production Release and Post Production Monitoring

2) Pending waiting on User notification:-

Pending waiting on User notification is a automated process for sending mail to the user for notifying about the end user update, the ticket is awaiting for. The notification will be triggered in definite interval of one day and with the fourth notification the ticket gets closed if end user update not done.

Technology : Core Java

Environment : Windows XP

Roles & Activities:-

• Played role of a Team Lead.

• Involved in Requirement gathering, Analysis, designing and Effort & Cost Estimation

• Integration testing

• Preparing traceability and rollout

• UAT scheduling and monitoring

• Roll out to production

**Responsibilities:**

* Mentoring the team members
* Technical design of the Functionalities
* Architecting the Database table structures, SQL procedures, triggers and sequences
* Unit testing and Integrated testing
* Responsible for Version Control
* Defect prevention based on prior documented defects

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| Duration Project  Client  Designation  Role  Environment | Feb 2010 till Dec 2010  TSG- HPSD Development /Support Operation  GE Aviation  Senior Software Engineer  Developer / Support Lead  Java, PL/SQL Oracle 10g/11g, HP Service desk SP 23. |

**TSG Service Management Operation:**

**TSG Support Operation**

SDAPPSPT (L2 SD Service Delivery Apps Spt) team is a part of TSG operations team (RTS) which is responsible to solve the Service calls, Work order, Problem, small projects. SDAPPSPT supports 10+ applications including Standalone, Web, and Client server domains owned by separate IM owners. Only SDAPPSPT has the System Admin rights in HPSD for customization and modifications. Apart from the above normal tasks this team is responsible for monitoring, alerts checking, feasibility & enhancements analysis for new/enhancements requests.

Technology : Client 2008, Scheduled Jobs & Services, HP API, Java, JSP, SQL and PL/SQL

Team Size : 4 members

**Responsibilities**

• Team Lead

• Critical bug fixes, Impact & Feasibility analysis

• Service Call, Work order queue monitoring, SLA targets and assigning to proper resources

• Create, estimate and schedule the small projects based on the client / users request

• Automation ideas, process & quality improvements

• WSR (Weekly Status Report) preparation & presentation

**TSG Development Operation**

Online Help Desk Survey (VOC)

GE TSG Help Desk sends completed/closed mail to the requestor for each completed Service call request. Survey link is mentioned in this closure mail.

VOC is an online customer feedback survey application for the GE TSG Help Desk users. Survey form consist the questions related to the service quality, request reason, communication, response time, etc. This survey is more helpful to improve the quality & performance of the Help Desk by generates / analysis various reports based on the user answers. Survey displays various questionnaires in 10 different languages including Mandarin & Japanese based on the user preferred language. Multilingual questionnaire text stored in DB tables. We can make the survey page as dynamic by changing the questionnaire properties in DB.

Technology : Java, HP AIPI, Oracle 9i

Team Size : 2 members

Responsibilities

• Requirement gathering

• DB Design, Architecture Design

• Prepare and deliver the Functional Specification, Technical Design, Test Plan docs

• Coding, Debugging, Unit Testing & Integration Testing

• Production Release

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| Duration Project  Client  Designation  Role  Environment | Jun 2009 till Jan 2010  TSG- HPSD Support Operation  GE Aviation  Software Engineer  Support Lead  Java, PL/SQL Oracle 10g, HP Service desk SP 23. |

**TSG Support Operation**

**Major Implementation:**

* Handling Issue Tickets.
* Tracking Service call, Incident, Project, Problem modules.
* Monitoring and handling alert mail issues.
* Guiding the New Development Members in case of any doubts on Daily basis
* Working with the Service Now team, in explaining the HPSD Functionality and document review.
* Point of Contact person for new team member which includes \*KT plans preparation.
* Status Report preparation (Monthly/Weekly).
* Providing resolution to Client reported issue via email.
* Providing Solution to the service calls/work order/projects/problems.
* Query Resolutions(Back end report)
* Working for Enhancements in various applications
* Testing of the enhancements for Development Team.

**Responsibilities:**

* Analyzing and Solving Problems related to Tickets / Enhancements
* Design Documents such as Specifications, Low-Level and High-level design of the Project
* Designing and Coding the Back end Components and Queries
* Designing and coding Front end components
* Putting in operation, PATNI’s Process improvement Methodologies (QMS , ePMS)
* Methodology to expedite performance of the above configuration in the existing systems.
* Use Endeavor for Error free code migration across various instances throughout the project
* Onsite – Offshore Coordination
* Attend Weekly Status meetings
* Testing the production version with test version using VSS
* Check in or Check out the code using VSS

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| Duration Project  Client  Designation  Role  Environment | Sep 2006 till May 2009  TSG- HPSD Support Operation  GE Aviation  Software Engineer  Support Team Member  Java, PL/SQL Oracle 10g, HP Service desk SP 23. |

**TSG Support Operation:-**

**Major Implementations:-**

* Completed Two Green Belt projects
* Completed Four Lean Projects.
* Automation of three manual Operations.
* Trained on ITIL V2 Framework
* Closing all the requests within SLA.
* Processing Work order based on priority
* Minor Enhancement implementation

**Responsibilities**

* Production Job Monitoring
* Analyzing and solving Incident Reports
* Troubleshooting the issues in the application
* To work on Ad hoc items reported by Onsite team
* Work on issues reported by client via emails
* Sending daily Status mails/Reports to Onsite/Client
* Sending weekly/monthly Reports
* Create / update the Automation scripts for Monitoring purpose
* BCP – DRP
* Maintain the SLAs in the Production processes and the Support Tickets resolution

**Personal Details:**

Date of Birth : 11th May 1986

Gender : Female

Marital Status : Married

Known Languages : English & Tamil

Nationality : Indian

Passport No : H46300500

VISA : H1B