📞 0470 341 446

✉ arunkgopal@gmail.com

in [My LinkedIn profile](#)

Arun K. P. Gopal

IBM WebSphere Commerce Specialist

STRENGTHS

- ✓ IBM WebSphere Commerce Version 7.0, 6.0 & 5.0
- ✓ Java/J2EE
- ✓ JSP 2.0, HTML, JavaScript, JQuery, OpenLazlo
- ✓ IBM DB2 V 9.7, Cloudscape, Apache Derby, Oracle9i
- ✓ Struts MVC, Jackson, Jersey, Drop Wizard, REST frameworks WC FEP 6 and FEP 8

ADDITIONAL SKILLS

- ✓ Apache Solr (Lucene) 4.7
- ✓ RAD 7.5.5, Eclipse 3.2, IntelliJ Idea
- ✓ EJB, JDBI
- ✓ Handlebars 4.0.5, Bazaarvoice JOLT, JADE
- ✓ Coremetrics, Google Analytics, WebTrends
- ✓ Bit bucket, GIT, Tortoise and SVN

QUALIFICATIONS

Master's Degree in Computer Application Madurai Kamaraj University, India | 2003

Bachelor's Degree in Computer Science, Mahatma Gandhi University, India | 1999

CERTIFICATIONS

IBM Certified Application Developer- WebSphere Commerce Version 7.0 and 6.0

IBM Certified System Administrator - WebSphere Commerce Version 7.0

MY PROFILE

Professional IT experience of **11 years and 6 months** from August 2005 to till date. Worked with Australia, US, UK, and India based retailers and various IBM business partners with experience in core commerce development, consulting, architecting business solutions. Extensive experience in working on complex & critical systems for clients using IBM WebSphere Commerce Server for more than 10 years.

Summary

✓ Worked as WebSphere Commerce Expert at Officeworks Australia providing technical leadership and guidance in customizing the IBM WebSphere Commerce platform for their online store.

✓ Lead Feature pack 8 upgrade for the online store based on WebSphere Commerce V7 for Coles Online Australia.

✓ Extensive experience in customizing the IBM WebSphere Commerce platform.

✓ Demonstrated skills in formulating business requirements, fit-gap analysis, solution architecture, and solution stack recommendations and defining best practices for development.

✓ Detailed functional understanding of e-Commerce applications, interfaces and business processes.

✓ Extensive experience with complete application development life using various development methodologies namely **Agile** and **Waterfall.**

✓ Ability to lead teams, handle wide range of tasks with excellent interpersonal skills, verbal/written communication skills and quantitative and problem solving skills.

✓ Always open to learn new technology and applications.

RECENT EXPERIENCE

WebSphere Commerce Expert @ Officeworks, Australia.

Reported to the Development manager, this role involves working as a WebSphere Commerce Expert for customizing the online store based on WebSphere Commerce V 7.0 FEP 6 solution.

Responsibilities include providing technical leadership and guidance in customizing the IBM WebSphere Commerce platform for Officeworks's online store, implementing (hands-on) new features (end to end) using the Agile SCRUM methodology and contributing to the continuous improvement of the store.

- Designed and developed micro services for customer, order, catalog and store modules using Drop wizard, Jackson and Jetty in AWS for mobile app's leveraging WebSphere Commerce V7 FEP 6 REST framework.
- Customized Solr to implement hidden products and bar code search for the barcode scan feature on mobile applications.
- Modified SAP CRM integration web service for member (View Member, Transfer Member) and order (Order transfer) services.

POSITIONS HELD

WebSphere Commerce Expert,
Officeworks, Australia
February 2016 – February 2017
[12 months]

Associate Manager,
Accenture Australia
January 2014 – February 2016
[25 months]

IT Architect,
IBM India Pvt Ltd, India
April 2011 – December 2013
[32 months]

Consultant,
Sonata Software, India
April 2010 – April 2011
[12 months]

Senior Software Engineer,
Wipro Technologies, India
December 2007 – April 2010
[28 months]

Software Programmer,
ReEech.com, India
August 2005 – November 2007
[27 months]

References

References available on request.

- Played a main role in the Networks site re-platforming from the old SAP application to WebSphere Commerce.
- Worked extensively on the Dyna cache tuning for improving the site performance, especially around the search results display.
- Performed Heap dump and GC analysis to understand the root cause of server failures.
- Performed Commerce Management Center customization for enhancing the targets for abandoned cart dialog activities.
- Created an approval workflow for the networks customers in WebSphere Commerce.
- Integration with Salesforce for sharing the approval data in WebSphere Commerce database for the above mentioned approval workflow.
- Contributed to the responsive project by working on the mini shop cart, My Account, Store locator using google maps integration and delivery pages mainly using JavaScript, handlebars, backboneJS and JSP for the front end and the required business logic changes with Java/J2EE.
- Worked extensively on the WebSphere Commerce authentication tokens (WCToken & WCTrusted) and User Activity tokens. This also included managing custom session timeouts for certain type of users.

Associate Manager @ Accenture, Australia.

Key Achievements

- Established iterative incremental enhancements to the e-commerce store for Coles online.
- Successfully managed and implemented Feature Pack 8 upgrade on WebSphere Commerce V7 from FEP 4.
- Interacted with client business stake holders to understand their requirement and formulated technical solutions based on the requirement.
- Managed releases with proper implementation planning and execution.
- Co-ordination between key business stake holders, onsite/offshore development/support teams and marketing teams with regular and comprehensive status reporting.
- Demonstrated ability to troubleshoot and identify potential problems and make appropriate changes as necessary.
- Involved with the solution architect team to provide an appropriate technical solution and design for the IBM WebSphere Commerce based pre-sales opportunities across the world as part of the capability team.
- Created PoC's to prove the capability of WCS to meet the client requirements.
- Performed fit gap analysis, estimation of functionalities using the Accenture e-Commerce estimator for IBM WebSphere Commerce.
- Conducted technical sessions to enable the WebSphere Commerce team on the new features introduced by IBM as part of the new feature releases.
- Created and published technical documentation on various Commerce related topics to the Accenture Wiki sites.