## Atul More (ID# 11186)

## Professional Summary

1. **Offshore Professional Summary**

* Responsible for application design, development, test, debug and provide test-deploy-tier3 support for the Project’s web applications.
* Development using Java/J2EE, Oracle PL-SQL, Linux Shell Scripting, SVN, MS SQL Server (T-SQL), MS SQL Server Integration Services (SSIS), ColdFusion, and SQL Server Management Studio.
* Following Agile and DevOps practices for Project work delivery.
* Liaising with the Onshore team, Clients and Interfacing Applications’ teams to understand the requirements, prepare design, define test plan and test cases, do development adhering to standards or processes, execute test cases and meet the deadlines.
* Performing **Tech Lead** role with duties like managing resources (time, environments and team members) for on-time delivery, assigning tasks, managing & proactively monitoring escalations, liaising with other interfacing teams, mentoring and conducting reviews.

1. **Onsite Professional Summary**

* Was responsible for application design, development, test, debug and providing test-deploy-tier3 support for the Project’s web applications in an Agile environment.
* Have done Development using Java/J2EE, Oracle PL-SQL, Linux Shell Scripting, SVN, MS SQL Server (T-SQL), MS SQL Server Integration Services (SSIS), ColdFusion, and SQL Server Management Studio.
* Performed Client facing **Tech Lead** role with duties like managing resources (time, environments and team members) for on-time delivery, assigning tasks, managing & proactively monitoring escalations, liaising with other interfacing teams, mentoring and conducting reviews.
* Was involved in meetings with Clients, Vendors, and Other interfacing teams like business requirement teams, infrastructure support etc. to gather and understand the requirements.
* Have worked with the Application Stakeholders like Business Architects, Clients and Prod Support to propose and implement solutions for the overall Application’s stability.

1. **Career Objective**

To become a proficient IT professional who can take on any technical, managerial or domain-related challenge/s with the help of sound IT and Soft skills.

## Achievements

* Got “Bravo” award as appreciation for work done in Project ATT CARE SCA. Have done a couple of Automations that were highly appreciated.
* Got “Pat on The Back” award for Project INFORMe contributions.
* Got “Cookies” award for the performance in Project FaME-WMIG-ED.

## Employment Summary [Total Experience: 12 Years 2 Months]

1. **Tech Mahindra experience**

|  |  |
| --- | --- |
| **Organization** | Tech Mahindra [12 Years 2 Months ] |
| **Band-Sub band/ Designation** | Associate Tech Specialist |
| **Duration** | MAY / 2005 - till date |
| **Growth** | |
| **Duration** | **Roles** |
|  |  |

1. **Pre Tech Mahindra experience**

NA

1. **Skills**

|  |  |  |
| --- | --- | --- |
| Source | Skills | Months Of Experience |
| **Primary Skill category** | Java/J2EE | 84 |
| **Sub Skills** | JSP, Servlets, Struts, Web Services, Hibernate, Spring boot MicroServices, Maven, JUnit 4, Jenkins | |
| **Secondary Skill category 1** | Database App Development | 84 |
| **Sub Skills** | Oracle 11g (PL/SQL), SQL Server 2008 R2 | |
| **Secondary Skill category 2** | MS SQL Server | 90 |
| **Sub Skills** | MS T-SQL, MS SQL Server Integration Services (SSIS), MS VB | |
| **Secondary Skill category 3** | ColdFusion | 80 |
| **Sub Skills** | ColdFusion 8 | |
| **Hands On Experience** | Unix/Linux Shell Scripting, Oracle WebLogic Server 12c, CVS, SVN, Toad, SQL Developer, JBOSS EAP 6, CAST, Sonar, Rally, CSS, Bootstrap, AngularJS | |
| **Domain** | Telecom | |
| **Certification Skills** | - | |
| **Linguistic Skills** | English, Hindi, Marathi | |
| **Linguistic Skills Certified** | - | |

## Trainings

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Type | Title | Location | Organized by | Duration |
| Technical | Java | Pune | Tech Mahindra ESG | 10 Days |
| Technical | Unix Shell Scripting | Pune | Tech Mahindra ESG | 4 Days |
| Technical | J2EE | Pune | Tech Mahindra ESG | 10 Days |
| Technical | Oracle PL-SQL | Pune | Tech Mahindra ESG | 2 Days |
| Technical | [Web Logic Server](https://sumtotal.techmahindra.com/sumtotal/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/sumtotal/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=99173) Admin | Pune | Tech Mahindra ESG | 5 Days |
| Technical | ColdFusion | Pune | Tech Mahindra ESG | 5 Days |
| Process | TechM Process Training | Pune | Tech Mahindra ESG | 2 Days |
| Process | Agile Overview | Pune | Tech Mahindra ESG | 1 Day |
| Technical | Hibernate | Pune | Tech Mahindra ESG | 2 Days |
| Technical | IBM MQ Administration | Pune | Tech Mahindra ESG | 2 Days |
| Technical | Struts | Pune | Tech Mahindra ESG | 2 Days |
| Technical | Object Oriented Design Patterns | Pune | Tech Mahindra ESG | 2 Days |
| Process | IT Unified Process | Pune | Tech Mahindra ESG | 1 Day |
| Process | Digital Enterprise Solutions | Pune | Tech Mahindra ESG | 1 Day |
| Process | BSS Overview | Pune | Tech Mahindra ESG | 0.5 Day |

## CAPABILITY INDEX DATA

|  |  |  |
| --- | --- | --- |
| CI DESCRIPTION | COMPLETION DATE | FINAL RATING |
| Programming - Level 2 | 01-Mar-2016 | 3.25 |
| Java Web Services - Level 2 | 01-Mar-2016 | 3.75 |
| J2EE - Level 3 | 01-Mar-2016 | 3.43 |
| ColdFusion - Level 1 | 01-Apr-2015 | 3.75 |
| eCommerce - Level 1 | 01-Oct-2014 | 4.35 |
| Lean Six Sigma - Level 1 | 26-Mar-2014 | 4.40 |
| SQL Server - Level 1 | 10-Mar-2014 | 3.80 |
| E2E Billing - Level 1 | 09-Mar-2014 | 3.90 |
| Software Design - Level 1 | 18-Feb-2013 | 4.40 |
| Programming - Level 1 | 24-Mar-2012 | 3.50 |
| Requirement Analysis - Level 1 | 13-Aug-2011 | 4.20 |
| E2E CRM - Level 1 | 06-Sep-2010 | 4.40 |
| OSR Workforce Management - Level 1 | 28-Jan-2010 | 4.35 |
| J2EE - Level 1 | 24-Dec-2009 | 3.50 |

## Certifications

NA

## Project Details

|  |  |
| --- | --- |
| **Project Domain** | Mobility Telecom, Performance Management |
| **Project Name:** | ATT CARE SCA |
| **Client** | AT&T Services Inc. |
| **Role** | Tech Lead |
| **Organization** | Tech Mahindra |
| **Location** | **Onsite**: Alpharetta, USA |
| **Duration** | **Onsite**: 1 yrs 5 months; **Offshore:** 2 yrs 2 months |
| **Team Size** | **Project :** 20 |
| **Functional Skills** | Java, J2EE (JSP, Servlets, Struts 1, Struts 2), Linux Shell Scripting, Oracle 11g, Maven, ColdFusion 8, MS SQL Server 2008, MS SSIS (SQL Server Integration Services), MS VB 2008, Oracle WebLogic Server 12c, SVN, CVS, Toad, CAST, Sonar, Rally, JBOSS EAP 6, Junit 4, Spring Boot, MicroServices, Jenkins, HTML5, CSS3, AngularJS, Bootstrap. |

***a) Project Description***

SCA (Sales Compensation Area) project consists of 4 AT&T applications within the domain of Sales Compensation, Performance Management and Mobility Retail. TechMahindra is responsible for Maintenance & Enhancement of these applications - Sales Compensation for Lightspeed (SC4LS), SRS-PAR, PDTS and Q-RAS (Q-nomy Retail Appointment Scheduler).

I am working as Tech Lead for 2 applications - SRS-PAR and PDTS.

SRS (Service Reporting System) is customer service reporting tool which helps call center personnel to monitor call handling performance and quality statistics. It is built in response to the PAR (Personal Accountability Reporting) initiative.

PDTS (Personal Development Tracking System) is a tool created to standardize, track and report on coaching and discipline interactions between employees and their supervisors. It captures HR & Legal discussions/discipline performance data via electronic storage instead of paper based files.

***b) Contribution***

* Served under different roles - Developer, Onsite Coordinator, Tech Lead.
* Was responsible for application design, development, test, debug and providing test-deploy-tier3 support.
* Leading project development and maintenance activities in Agile environment.
* Implementing **DevOps** related automations using tools like JUnit, Jenkins etc.
* Doing **POCs** (Proof of concepts) for different proposals using client recommended Open-Source technologies.
* Successful initiation, planning, execution, control and completion of the project by guiding team members on technical aspects.
* **Achievements**:
  + **Automations for PDTS** - Build process, Test Automation, Continuous Integration & Automated Deployment using Jenkins, LoginAs Function, Log Rotation tool.

|  |  |
| --- | --- |
| **Project Domain** | Mobility Telecom, Performance Management |
| **Project Name:** | ATT CCT |
| **Client** | AT&T Services Inc. |
| **Role** | Tech Lead |
| **Organization** | Tech Mahindra |
| **Location** | **Onsite**: Alpharetta, USA |
| **Duration** | **Onsite**: 2 yrs 5 months; **Offshore:** 1 yrs 1 month |
| **Team Size** | **Project :** 20 |
| **Functional Skills** | ColdFusion 8, MS SQL Server 2008, MS SSIS (SQL Server Integration Services), MS VB 2008, Core Java, Unix Shell Scripting, Putty, SVN, CVS, Toad, Oracle 11g, Maven, CAST, Rally. |

***a) Project Description***

**CCT (Customer Care Tools)** project is an initiative from AT&T and TechMahindra for applications used mostly by AT&T Wireless Call center Staff and IT management team. CCT consists of collection of different set of applications with me involved on Optical and SRS/PAR.

**SRS** (Service Reporting System) is customer service reporting tool which helps call center personnel to monitor call handling performance and quality statistics. It is built in response to the PAR (Personal Accountability Reporting) initiative.

**Optical** is a Storage and retrieval system for Wireless Customer Contracts & Bills. It is used by Customer Service, Customer Finance, and Audit + Legal Departments (to provide information for various Class Action Law Suits).

***b) Contribution***

* Served under different roles - Developer, Onsite Coordinator, Solution Architect, Tech Lead.
* Was responsible for Requirement Analysis, Estimation, Solution Design, Application Design, Application Development, Reviewing artifacts, Unit testing, Tier 3 Support, Test Support, Deployment Support, Config Mgmt, and Organization Compliance activities.
* Involved in Liaising with the offshore team to meet the deadlines, providing Architect’s inputs for the new requirements received.
* Performed duties like Managing resources (time, environments and team members) for on-time delivery, assigning tasks, managing & proactively monitoring escalations, liaising with other interfacing teams, mentoring and conducting reviews.
* **Achievements**:
  + **Bravo award** - for work appreciated at Onsite.

|  |  |
| --- | --- |
| **Project Domain** | Mobility Telecom |
| **Project Name:** | FaME - WMIG-ED |
| **Client** | British Telecom Plc. |
| **Role** | Team Leader, Programmer |
| **Organization** | Tech Mahindra |
| **Location** | **Offshore**: Pune, India |
| **Duration** | **Offshore**: 2 Yrs 1 Month |
| **Team Size** | **Project :** 20 |
| **Functional Skills** | Java, J2EE (Servlet, SOAP Web Services, EJBs, Hibernate, Junit), Unix Solaris 9, Oracle WebLogic 8.1 SP V, Oracle 10g, PL/SQL, IBM MQ Series, StarTeam, SVN, SQL Developer, CruiseControl, CQP, Ant. |

***a) Project Description***

This project has different applications as listed below: **WMWS (Work Manager Web Server)** is a middleware hosting capabilities for BT’s Field and Control Engineers. **MHW (Manage Hazards and Warnings)** Capability provides the process and context in which other platforms or customers manage the Hazards and Warnings information. **MTCT (Manage Task Commitment Time)** Capability is one of a set of capabilities that have been identified on the EWM (Engineering Workforce Management) platform. It provides the functionality to calculate the commitment times associated with a field engineering task based on the Care Level associated with the task.

***b) Contribution***

* All the Developer Role related activities as listed with earlier project.
* Configuration management using StarTeam and SVN.
* Reviewing High Level Design, Low Level Design, Database Design, Code and Test Plans.
* Providing support for project deliveries in various phases like Requirement Capture, Design, CIT, IVVT, Deployment, Pilot and Post-production Deployment.

|  |  |
| --- | --- |
| **Project Domain** | Telecom |
| **Project Name:** | INFORMe |
| **Client** | British Telecom Plc. |
| **Role** | App Support Group (ASG) Team Member, Developer |
| **Organization** | Tech Mahindra |
| **Location** | **Offshore**: Pune, India |
| **Duration** | **Offshore**: 2 Yrs 7 Months |
| **Team Size** | **Project :** 20 |
| **Functional Skills** | Cold Fusion 5.0, MS SQL Server 2000, HTML, JavaScript, MS T-SQL, StarTeam, CSS, MS Visual SourceSafe (VSS). |

***a) Project Description***

INFORMe (INFORmation for Me) is a one stop Intranet Web portal for the Field Service Operational and Support BT employees. It provides a holistic view by gathering information from different source systems. It displays information applicable to a particular user based on the profile of the user and virtually binds together applications for MIS reports, sending COMMS, flagging concerns, escalating issues, Employee Performance Review, Productivity Reports etc.

***b) Contribution***

* Application Support: Solving tech support issues, Telephone support, E-Mail support, Support for issues reported in UKRINFORME bridge.
* Interaction with business customer for Requirement Gathering & Analysis.
* Design, Development, Unit Testing, Documentation and Debugging.
* Giving demonstration of Prototype and POCs to end customers.
* Contribution to project quality plan and quality goals.
* Configuration Management using StarTeam and VSS.

1. **Education**

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | Specialization | University | Year of passing |
| Bachelor of Engineering | Information Technology | Shivaji University - Kolhapur | 31-MAY-04 |
| Master of Science |  | BITS - Pilani | 25-AUG-08 |

1. **Passport & Visa Details**

|  |  |  |
| --- | --- | --- |
| **Passport No.** | N6002350 | **Valid Up to:** 20-JAN-2026 |
| **Visa Type** | **Country** | **Valid Up to** |
| Work Permit - H1B | USA | 30-Sep-2018 |

1. **Personal Details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | | | Atul More |
| **GID No.** | | | 11186 |
| **Email Id** | **TechM email id** | | atulm@TechMahindra.com |
| **Client email id**  **(if any)** | | atulm@TechMahindra.com |
|  | **Personal email id**  **(if any)** | | atulmore@gmail.com |
| **Location** | | | TechM-Pune-Sharda |
| **Contact Numbers** | | **Home:** | 0 |
| **Mobile:** | 9850942229 |
| **Work:** | 02041001000-5435 |

**Profile Last Updated on:** 17-AUG-2017