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## Summary

Have 19 years of experience in Information Technology in the field of Microsoft Technologies. Have 6 years of experience as Scrum Master and managed multiple Scrum Teams. Main strengths are strong programming skills in **C# .NET, .Net Core, ASP .NET MVC, WCF, Web API, Micro Services, worked on Angular / React frameworks, AWS and Azure Cloud, VB 6.0, ASP 3.0, VBScript, JavaScript, Python, Entity Framework, jQuery, ORACLE, SQL Server and Crystal Reports.**

- ◆ Completed **Certified Scrum Product Owner(CSPO)** - Dec 2024
- ◆ Completed **Certified ScrumMaster(CSM)** - Oct 2024
- ◆ Completed **ITIL V3 Foundation Certification** - Sep 2012
- ◆ Have 9 years of experience in 24 X 7 Production Support projects (Major Incident, Problem and Change Management).
- ◆ Experience in full life cycle system(SDLC) from Analysis, Design, Development, Implementation, Testing, and maintenance.
- ◆ 5 years of Scrum/Kanban experience in the field of Agile and IT project development.
- ◆ Good experience in Digital Transformation on Air Services, Energy & Utility, Banking, Insurance, EVMS and Health Care domains.
- ◆ Worked with the clients like CDK – USA (Dealership Management), United Airline – USA (Airline Domain), Allegheny Energy / First Energy – USA (Energy & Utility domain), Black & Veatch – USA (EVMS domain), AON – UK (Insurance domain) and ICICI Bank – Mumbai (Banking domain).
- ◆ **Delivery Management:** Managed delivery for multiple accounts with multiple technologies, single point of contact for all delivery related issues, developing and leading the IT service delivery team, coordinating with clients and stakeholders to determine requirements and expectations and present monthly targets and achievements with all account delivery heads – directors, responsible for providing technical leadership to application development efforts to meet and or exceed client expectations.
- ◆ **Agile Product Management:** Responsible for practicing Agile principle on project execution, conducting effective requirement planning sessions and application design sessions with cross functional groups, tracking the project realization progress, conducting daily standup, retrospectives, and sprint planning and responsible for delivering high-quality software.
- ◆ **People / Resource Management:** Identifies and allocates resources, including team members, tools, and budget, necessary for each phase of the project, assigns employees to a project's tasks, participates in the hiring process, responsible to set goals based on their roles, participate in appraisal meeting, retain resources based on their performance.

## Technical Skills

<b>Operating System</b>	:	Windows 9x/10/NT/2012/16, Linux
<b>.Net</b>	:	C# .Net, ASP .Net MVC, Web API, WCF, WWF, Entity Framework
<b>Web Technologies</b>	:	CSS, Bootstrap, JavaScript, XML, jQuery, Web API, Microservices
<b>RDBMS</b>	:	Oracle, SQL Server, MySQL
<b>Reports</b>	:	SSRS, Crystal Reports, Data Reports
<b>Visual Basic 6.0</b>	:	ActiveX Controls / DLL / EXE, APIs, Data Objects, COM
<b>Languages</b>	:	C, C++, Java.
<b>Tools</b>	:	Visual Studio, TFS, SQL Developer, Toad, SoapUI, Fiddler, GitHub, Jira, HP-ALM, SonarQube
<b>Secondary Skills</b>	:	Angular, React.JS, SSIS, SSRS, .Net Core, Azure (CI/CD), AWS

## Education

♦ <b>Master of Computer Applications (MCA),</b> Bharathidasan University, Tiruchirappalli. <b>Year of passing : 2002</b> <b>Percentage of Mark : 74%</b>	♦ <b>B.Sc. (Computer Science)</b>  U.D.C College, Tiruchirappalli. <b>Year of passing : 1999</b> <b>Percentage of Mark : 76%</b>
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## Professional Experience

♦ <b>V2Soft Pvt Ltd, Mysore</b> Consultant	<b>03/2024 – 06/2024</b>
♦ <b>V2Soft Pvt Ltd, Mysore</b> Delivery Manager	<b>10/2022 – 03/2024</b>
♦ <b>Mphasis Ltd, Chennai</b> Delivery Project Lead	<b>12/2006 – 10/2022</b>
♦ <b>LogicaCMG Pvt Ltd, Bangalore</b> IT Consultant	<b>02/2006 – 12/2006</b>
♦ <b>3i-infotech Limited, MUMBAI</b> Software Engineer	<b>01/2005 – 02/2006</b>

## Projects List

### 1. V2Soft Pvt Ltd, Mysore – Delivery Manager / ScrumMaster

#### **BNSF:**

BNSF (Burlington Northern and Santa Fe Railway) railway is one of the largest railroad networks in North America. V2soft successfully implemented (Phase – 1) a responsive web-based BNSF Dashboard Visualization Application used to display key metrics on the services being performed in the railyard for locomotives (engine) & coaches with their work order numbers and other information for continuous monitoring. Started working on Phase - 2 and mainly focused on application modernization includes adding new Dashboard, migrating current application from Angular JS to Angular Typescript etc. Main technologies are Java, .Net Core, Angular and MariaDB.

#### **FordDirect:**

FordDirect is one of the important and long-term accounts for V2soft and managing IT service delivery team working with multiple applications like Consumer Connection, E2E, CJP, Dealer Services, OMNI, EID, Cloud-DevOps / Enterprise Ops etc. Projects are varied in technology like Java, .Net, Python, Azure DevOps, ETL and connect with multiple Databases like Oracle, HADOOP, Big Data, MySQL, Teradata etc.

#### **Credit Acceptance:**

Credit Acceptance Corporation is an auto finance company providing automobile loans and other related financial products. We have a medium sized team working for supporting multiple SharePoint sites, migrating current SharePoint site to SharePoint Online and creating new application based on Microsoft PowerApps.

#### **Stellantis:**

Stellantis is a multinational automotive manufacturing company headquartered in Amsterdam. We are primarily supporting their CAE (Computer-Aided Engineering), CFD (Computational Fluid Dynamics) and HPC (High-performance computing) applications such as Vehicle Crash, Converge, Taitherm, PreonLab, PowerFlow - PowerAcoustics, PowerDelta, and other small application.

#### **Arcadis:**

V2Soft recently renewed contract with Arcadis and supporting multiple projects like GOASIS, GDOT Metrics, MMT application mainly focusing on Traffic Flow data in Netherland and French regions. Primar technologies are .Net, Angular, Azure - Databricks, Logic Apps etc.

#### **Responsibilities:**

#### **Scrum Master:**

- ♦ Responsible as a Scrum Master in managing sprint effectiveness for 2 to 3 scrum teams.

- ◆ Facilitate and organize Scrum events - help the team focus on goals, self-manage to achieve objectives sprint-to-sprint.
- ◆ Facilitate Sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
- ◆ Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
- ◆ Facilitating and guiding the Product Manager/Owner in building a healthy product backlog and creation of an ordered list of requirements (Ex: Epics, stories).
- ◆ Works with the Product Manager/Owner to align the team with the product vision, sprint goals, and other necessary information.
- ◆ Lead continuous improvement efforts with teams by implementing takeaways from retrospectives and implementing concrete solutions to make the teams more efficient and improve delivery success.
- ◆ Coach on increasing team productivity by analyzing metrics (e.g. burndown, velocity, cycle time).
- ◆ Deliver hands-on coaching to scrum teams in all aspects of Agile, Scrum, and Kanban (Ex: Agile values and principles, planning, DoR, DoD, iterative development, estimations, managing flow, etc.).
- ◆ Represent product team in Scrum-of-Scrums to ensure all teams are aligned on progress and timelines.

#### ***Delivery Manager:***

- ◆ Accountable for overall delivery, contracted services, and solution of large & multiple programs/projects on multiple accounts (SDLC and Agile).
- ◆ Provide technical oversight to development teams and help architect, design, and develop web application solutions.
- ◆ Perform audit, collect data and generating analytical reports and send it to upstream and downstream applications. Create on-demand digital status health reports for stakeholders.
- ◆ Work with TFG team, prepare strategies and improve hiring process
- ◆ Work with PM at regular basis, develop innovative ideas and help organization revenue growth.
- ◆ Guide and provide directions to PMs & PLs to achieve desired service quality and KRAs in delivery for creating impact.
- ◆ Ensure SDLC, best practices, and coding standards are being followed.
- ◆ Attract, recruit, and retain capable individuals to build high-performance teams.
- ◆ Responsible for managing projects in T&M, Fixed Price, and Staff Aug deals.
- ◆ Working with testing team, automate testing when possible and make sure all business requirements are met.
- ◆ Implementing and coaching agile teams to be more effective, implementing CI/CD.
- ◆ Work with Sale lead, participate in RFP and provide guidance.
- ◆ Provide weekly or monthly updates on progress with leadership and if required seeking help proactively.
- ◆ Connect with Vertical & Domain leader/SME for driving growth in different domain.

## **2. Elead Data Operations Application for CDK Global, Chicago, USA – Scrum Mater**

**Software** C#, ASP .Net MVC, Web API, React, SQL Server  
**Duration** Jan 2021 – Oct 2022

#### ***Description:***

The ELEAD1ONE CRM uses a Dealer Management System Source of Record (DMSSOR). The DMSSOR maintains the data of dealerships, inventory, vehicles sold, vehicle details, purchase details and information about dealership customers regarding name, address, phone numbers, email addresses, vehicles traded and service records. The DMS records data in a coded format and relies upon the information extracted, transferred, and loaded to the DMS and the DMSSOR. Elead Data Operations is a new web-based application that will have information from Elead relevant to the dealership's operation, their DMS Integration and their customer data etc. Elead Users manually gather information from multiple systems like Salesforce, Elead, Work Relay, Sage, Email, etc.

**Responsibilities:**

- ◆ Work with Business Analyst & SME, analyzing the existing service code, Change Request (CR), prioritize the work and complete the project within the timelines and budget.
- ◆ Single point of contact for all the escalation, handling mid-sized team and distributing work among the team members. Work closely with Architect and prioritize the available Stories, assign in to release, and complete the Sprint on time.
- ◆ Responsible in managing sprint effectiveness for 2 scrum teams, facilitate and organize Scrum events - help the team focus on goals, self-manage to achieve objectives sprint-to-sprint.
- ◆ Facilitate Sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
- ◆ Works with the Product Manager/Owner to align the team with the product vision, sprint goals, and other necessary information.
- ◆ Responsible for planning, meeting SLA and deploying the changes in Test/UAT/Pre-Prod/Prod, Model Office Beta/Alpha, Performance environment and finally to Production.
- ◆ Participated in service modernization meeting, proposed plan to update all service to Web API and Cloud based service. Responsible for end-to-end delivery. We also started converting our current ASP .net MVC pages to React.

**3. Product Title: Electronic Miscellaneous Document (EMD) for United Airlines, USA – Scrum Mater**

**Software** C# .Net, Web Services, WCF, WWF, LINQ, JQuery, SQL Server and Oracle  
**Duration** Nov 2018 – Dec 2020

**Description:**

Anything that Airlines sells to someone that is not a ticket is called EMD. It is a big accounting system and each Airlines having their own applications to track all. The main idea of EMD is to standardize the process across all Airlines (IATA). EMD Base Services are the core EMD SOAP/REST developed in C# / Windows Workflow (WWF). Base Service will take the issue request and update in database, read database, issue an EMD etc. This is an end-to-end product, and it can Issue an EMD (EMD-A/EMD-S), Exchange the EMD, Refund the EMD, Update Coupon Status, Display the EMD, Void the EMD etc. EMD product is currently used by both United and COPA Airlines.

**Responsibilities:**

- ◆ Analyzing the existing service code and Change Request (CR) and Incidents (Tickets).
- ◆ Managed mid-size team (16 members) and distributing work among the team members.
- ◆ Responsible to manage two scrum teams, facilitate and organize Scrum events - help the team focus on goals, self-manage to achieve objectives sprint-to-sprint.
- ◆ Facilitate Sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
- ◆ Works with the Product Manager/Owner to align the team with the product vision, sprint goals, and other necessary information.
- ◆ Responsible for planning, meeting SLA and deploying the changes in Test/Gamma/Beta/Alpha, Model Office Beta/Alpha, Performance environment and finally to Production.
- ◆ Participated in service modernization meeting, proposed plan to update all service to Web API and Cloud based service. Responsible for end-to-end delivery.

**4. RSA Key Replacement for CSL Services for United Airlines, Chicago, USA – Project Lead**

**Software** C# .Net, ASP .net, MVC – Web API, Oracle, Couchbase  
**Duration** July 2017 – Oct 2018

**Description:**

In all current United systems, RSA is currently used for all Cryptographic operations. RSA has notified current users of End of Product Support (EOPS) for their Data Protection Manager (DPM) and Vormetric is a new Data Security Manager (DSM) for United. Common Service Layer (CSL) is using RSA for all cryptographic operations, and we have identified tall the CSL services that are currently using RSA.

Many applications are currently using CSL on a day-to-day basis. The primary objective of this project is to migrate all CSL services from their current state of data security to the future state to comply for their existing PCI requirements. Currently, RSA key management (DPM) server is used to provide cryptographic operations across the United enterprise. All RSA services are currently written in WCF and MVC – Web API. Primarily need to study the existing CSL service code and consider the current application crypto dependencies, new vendor solution deployment timings and planning the cutover process.

Vormetric Tokenization provides REpresentational State Transfer (REST) API calls to tokenize and detokenize sensitive data (both PCI and PII). A user submits sensitive data (Credit Card), the Vormetric Token Server returns a token. A user submits a token to the Vormetric Token Server and the actual data is returned detokenized.

***Responsibilities:***

- ◆ Involved in analysis to determine existing RSA integration points, the data lineage between the upstream and downstream applications.
- ◆ Identified database dependencies and schema changes, any pre-process and/or post process that is affected when integrating with the new key management solution.
- ◆ Engaged resources from different teams including PMO, Architects, Engineers, Database group, EQA, etc.
- ◆ Created new services for Tokenization for both PCI and PII data.
- ◆ Perform Unit Testing using and Integration Testing

**5. Drug Abatement System for United Airlines, Chicago, USA – Project Lead**

<b>Software</b>	C# .Net, ASP .net, Web Services, WCF, LINQ, JQuery, Crystal Reports, SQL Server
<b>Duration</b>	May 2013 – May 2017

***Description:***

Drug Abatement System used to monitor the Drug usage amongst the pilots and flight attendant to make sure that the passengers are flying safely on flight. The CREW and Non-CREW employees of United will undergo drug test by randomly selected employees for "Random" test and it is required by FAA once per quarter and updated their test results. Its primary functions are scheduling employees for Random Drug test, retrieve Crew Schedules from CCS and ODS systems, auto-process Drug test results by FirstLab and sends the results to HR system. Application enables to view information about employee's test schedules and their test results. DAS also has the ability to create and track other tests like Follow-Up and No-Notice. DAS Test initiation is another web-based application used by Recruiters of United Airlines to initiate Drug test for New Hires, Re-Entry, Job transfer, Post Mishap and Return-To-Duty.

***Responsibilities:***

- ◆ Analyzing the existing application code and worked in both Change Request and Incidents (Tickets)
- ◆ Provided application support, handling incidents up to the closure.
- ◆ Troubleshooting incidents and perform Root Cause Analysis for Sev-1 and Sev-2 incidents.
- ◆ Handling mid-size team (25 members) and distributing work among the team members. Prioritize the Work Request based on the business need and assign it to release and complete the Change Request.
- ◆ Prepare weekly and monthly metrics report, help to prepare PMR report.
- ◆ Successfully completed Continental and United Drug Application merger activity by Mar 2014.
- ◆ Participated in prototype creation using Asp .net MVC.

**6. Supply Applications for Allegheny Energy, PA, USA – Senior Developer /Team Lead**

<b>Software</b>	C# .Net, ASP .net, Web Services, VB 6.0, ASP 3.0, SSRS, Crystal Reports, Shell Scripting, SQL Server 2005 and Oracle 10g
<b>Duration</b>	Oct 2008 – Mar 2013

***Description:***

Allegheny Energy is an investor-owned electric utility headquartered in Greensburg, Pennsylvania, US. It owns and operates electric generation facilities and delivers electric services to customers in Pennsylvania, West Virginia, and Maryland.

Supply is a subgroup of applications under the Allegheny Energy (AE) umbrella. All the applications in the operations – Supply area support the generation of electricity/power. More than 25 applications are in the Supply area including the vendor applications such as Transpara, Aware, Smart Signal, RBMWare, Stuxure etc. The following are the major applications in Supply:

**eGADS:** Generation Availability Data system analyzes outage impact of various units and generates statistics. This data consists of Unit on and Off times, Net Operating Capacities, Outage Types such as Planned Outages and Unplanned Derates, and cause codes for each outage.

**FMS:** Fuel Management System tracks and reports all coal, gas and lime used by all AE power stations in the production of electricity. It tracks fuel from mine load out to consumption, tracks bids/contracts, invoices, fuel movement, budgeting, tracking, and reporting.

**CCP:** The Coal Combustion Products System is used by business personnel to track and report coal by products for landfill and resale. Some of these products include Fly Ash, Bottom Ash, Boiler Slag, Sludge and Gypsum. It interfaces to the Kanawha Scale system which is located at each power station.

**COPS - Cost of Operating Power Stations:** Depending on fuel cost, heat rate, emission permits etc operating/dispatch costs calc for every station/generation unit.

**PINE:** Performance Information Network Environment, maintains monthly station data, Fuel Data, performance metrics etc.

**MRI:** Market Relative Indicator, used to extract data from GADS and use it to decide how many MW of energy are unavailable and also the dollar impact of forced outages and derates.

**CT-Gas Supply:** View Fuel Consumption by the AE Supply Combustion Turbine Units. Fuel units are measured in Dekatherms.

**LIMS:** Lab Info Management System, analyzes ground water samples at ash disposal sites, reports to Govt. via Manages, interfaces with Manages, Ground Water MS-Access DB etc.

### ***Responsibilities:***

- ◆ Analyzing the existing application code and worked in Change Request and Incidents (Tickets)
- ◆ Provided 24 X 7 application support, handling incidents up to the closure.
- ◆ Handling small team (12 members) and distributing work among the team members. Prioritize the Change Request and assign it to release (Monthly, Quarterly, Off-Cycle and Support), process due date request, complete the Change Request.
- ◆ Prepare weekly and monthly metrics report, help to prepare PMR report.
- ◆ Troubleshooting incidents and perform Root Cause Analysis for Sev-1 and Sev-2 incidents.
- ◆ Successfully completed Sever Consolidation project for all supply applications.
- ◆ Help team members in technical and functional areas.

## **7. Insight for Black & Veatch, Kansas, USA – Senior Developer**

**Software** Microsoft .Net Framework 2.0, Client Rich Windows Application Development using C# and Dev Xpress, Web Services using Microsoft Enterprise Library, XML and Oracle 10g.

**Duration** Dec 2006 – Sep 2008

### ***Description:***

Insight is an EVMS that is developed for our client. It co exists with an Off The Shelf Application called Cobra and the prime objective is to replace Cobra when Insight reaches the steady state. Insight is a Project which is used to manage a Project. It's capable of tracking a WBS, Time Spread a Resource, calculating the difference between Planed, Earned and Spent, Forecasting and Budgeting. It's an 'n' Tier, SOA complaint, MS Smart Client Application, which is developed with C# .Net, Microsoft Web Services and Oracle 10g.

### ***Responsibilities:***

- ◆ Analyzing the Application Design Document (ADS) and preparation of Analysis Document
- ◆ Documenting the proposed approach for development of designated module as well as effort estimation based on complexity matrix.
- ◆ Development of designated module which includes both web services and client rich windows applications using DevXpress controls.
- ◆ Unit Test case preparation and Execution, Work Product Reviews (WPR), release to Dev and Test servers for system and integration testing

## **8. AON – Bridge for AON, London, UK – IT Consultant**

<b>Software</b>	Visual Basic 6.0, COM, DCOM, IBM MQSeries, MTS, Oracle 8i, Crystal Reports 8.0, Lotus Domino 6.5.
<b>Duration</b>	Mar 2006 to Dec 2006

### **Description:**

AON – Bridge is a Policy Management System for the client AON Insurer (UK). It deals with the transactions related to Insurance Policies. The system covers Client Information, Submission Engine, Managing Policies, invoicing module, and policy document production. Bridge communicates with other applications like AMEII and Atlas, via MQ by XML messages. The templates and policy documents are stored in Domino. The new module (Fast Track Invoice) is integrated with the existing Bridge Application. The main advantage of this module is to create insurance policies with the minimum information.

### **Responsibilities:**

- ◆ Involved in the new module (Fast Track Invoice) starting from Design, POC, Coding and preparing Unit Test Cases.
- ◆ Daily Interacting with clients, call analysis and providing solution to the customer on time.

## **9. Finacle CRM application integration for ICICI Bank, Mumbai, India – Software Engineer**

<b>Software</b>	ASP 3.0 with JavaScript, SQL-Server 2000, Visual InterDev 6.0, XML and XSL
<b>Duration</b>	Oct 2005 to Feb 2006

### **Description:**

FCRM EAI is an ASP based application used for ICICI Phone Banking. Any customer makes a call to ICICI Phone Banking, first IVR will authenticate the customer. After validating the user information, the control will transfer to the FCRM EAI application. It has five modules namely BANKING, CREDITCARD, UBPS (Universal Billing Payment System), CROSS SELL and MISCELLANEOUS. The major module is UBPS where the customer can register their Billers, make a payment to the Biller, schedule the bill for pay later, transfer the money to any VISA card using C2C (Card to Card) option etc. The major functionality is the entire request and responds are happening through the XML packets. Here XSL is used to dynamically parse the XML output packet.

### **Responsibilities:**

- ◆ Create ASP web pages.
- ◆ Analyzing new requirements, Designing XML packets, XSL parsing etc.
- ◆ Fixing bugs during maintenance.
- ◆ Sending weekly status report to PL.

## **10. Product Title - Xroadz (MEA) for 3i-infotech, Mumbai, India – Software Engineer**

<b>Software</b>	ASP 3.0 with JavaScript, SQL-Server 2000, Visual InterDev 6.0, XML and XSL
<b>Duration</b>	Jan 2005 to Sep 2005

### **Product Details**

*xroadz* is a premier online and interactive Enterprise Relationship Management system that will allow organizations generate unprecedented interaction across the entire value chain. Crossroads provides the effective deployment of interactive mediums of interaction between the enterprises, vendors, customers, business partners and employees. The important modules are order placement, sales and stocks and sales force automation. The sales force automation is internally act as a marketing tool, which helps the future growth of the products as well as the current market potential and useful to know the potential buyers. It involves different stages suspect, lead, and opportunities etc. Each level has its own functionality.

### **Responsibilities:**

- ◆ Created a separate module, used for dynamically creating standard ASP pages like insert, update and listing etc. Using this module any person (developer / client representative) can create the new pages within 10 – 15 minutes. It reduced our team efforts and was greatly appreciated by clients.
- ◆ Involved in Design, Coding and Testing