**WORK EXPERIENCE SUMMARY**

* Expertise in working effectively with global project teams. Flexible and versatile to adapt to any new environment and work in any project.
* Worked as the Team Lead of the product expert group, which was formed to handle level 3 technical issues, assigned from Sugar CRM and streamline the processes. The team comprised members from Dev, QA and DB.
* Expertise in working in both Agile and Waterfall models, and STLC processes. Also, taken up an integral role in transforming the model from Waterfall to Agile.
* Expertise in creating Development Plan, its execution and management for large enterprise systems and in conceiving requirements and converting it into solutions.
* Expertise in Analysing Requirements, Deriving Use Cases and its Execution and Preparation of Status report.
* Worked as the Team Lead in several Windows, Web based projects.
* Expertise in developing different platforms of Web, Windows Services, Web Services (REST and SOAP), Desktop and mobile Applications.
* Expertise in cross platform tool like Xamarin to develop mobile applications for android and iOS.
* Worked on AWS transcribe and thorough knowledge about Amazon cloud services.
* Expertise in word and excel automation.
* Expertise in developing several Client - Server windows service applications, which uses SOAP web services and having Oracle database as backend.
* Expertise in developing several COM based VC++ client server applications, having SQL and Oracle databases as backend.
* Currently associated with Acusis Software (India) Pvt Ltd, Bengaluru as Design Specialist assigned with Mobile, REST API and Web based projects.

**OVERVIEW OF PROJECTS UNDERTAKEN IN ACUSIS**

|  |  |  |
| --- | --- | --- |
| 2021 - 2022 | Web Application for Allocation Process Automation for medical coding done with Blazor in .NET core Framework. | |
| 2015 - 2021 | Web and Mobile based applications, REST APIs and Windows Services – both client and server applications, which are all the part of large enterprise software system called AcuSuite 4.0. | |
| 2010 - 2015 | Web based applications, Windows Services – both client and server applications and SOAP Web Services, which are all the part of large enterprise software system called AcuSuite 3.0. | |
| 2004 - 2010 | Web based applications, several Windows Services – both client and server applications, SOAP web services, Desktop application which are all the part of large enterprise software system called AcuSuite 3.0; VC++ COM based Client and Server applications, which are all the part of large enterprise software system called AcuSuite 2.0. | |
|  | |  | |

**ADDITIONAL RESPONSIBILITIES ASSUMED IN ACUSIS**

|  |  |
| --- | --- |
| 2016 - 2020 | Stake holder of the specialized team called AcuSuite Expert Group (AEG). |
| 2009 - 2016 | Led AEG, which is a pure technical support team formed to streamline the Software technical support processes and to handle the Level 3 technical issues escalated through Sugar CRM by the Acusis Customer Service and Advanced Support teams. We were able to reduce the cases reported by 18% to 20% every year by streamlining and defining the processes in place. |
| 2011 - 2014 | Provided technical assistance to the operation Team to implement and troubleshoot client software. |

**ACTIVE AND PAST PROJECTS IN DETAIL**

**Web based application:**

|  |  |
| --- | --- |
| **Application name** | eCareNotes Application |
| **Backend** | Oracle 11g, SQL Server 2005 and MySQL. |
| **Server platform** | Windows Server 2012, Windows Server 2019 |
| **Development Methodology** | Agile Model |
| **Repository** | SVN |
| **Roles** | Team Lead, Design Specialist |
| **Duration** | Project started in 2014 and continuing the enhancements. |
| **Team Size** | 5 |

**Description:** eCareNotes is a web based application part of AcuSuite 4.0, which has complete solution for clinical documentation needs. Mainly it has 3 different customer bases – Doctors, Medical Transcriptionists and Admins. Further these users are divided into different roles to grant / restrict levels of access to variety of resources. eCareNotes has rich features for each of these user roles to accomplish their business needs. It is an upgraded version of eTranscribe 3.0, which has the features only for Doctors need. Agile development methodology was followed in this project.

**REST API for AcuSpeech Windows Services:**

|  |  |
| --- | --- |
| **Application name** | AcuSpeech Services API |
| **Backend** | Oracle 11g |
| **Server platform** | Windows Server 2012 |
| **Development Methodology** | Agile Model |
| **Repository** | SVN |
| **Roles** | Design Specialist |
| **Duration** | 2018 – Till date |
| **Team Size** | 2 |

**Description:** AcuSpeech Services is a bundle of 3 windows services, part of AcuSuite 4.0. New API has been introduced to call Speech APIs of Amazon and Google, where the file will be sent for speech recognition and the output will be collected. The AcuSpeech Services API was automated to test the workflow, before integrating it with the Windows Service.

**AcuSuite 4.0 Windows Services:**

|  |  |
| --- | --- |
| **Application name** | WorkFlowController, DocumentManager, JobDeliveryServices |
| **Backend** | Oracle 11g |
| **Server platform** | Windows Server 2012 |
| **Development Methodology** | Agile Model |
| **Repository** | SVN |
| **Roles** | Design Specialist |
| **Duration** | 2016 – Till date |
| **Team Size** | 2 |

**Description:** AcuSpeech Services is a bundle of 3 windows services, part of AcuSuite 4.0. This was an enhancement project to the existing speech to text services where it calls an API, based on certain routing logic to send audio files to Amazon or Google Speech APIs. Once the speech output is ready, it gets it processed based on custom settings of client. The project involved impact analysis, testing the workflow and analysing the accuracy of the new speech providers compared to the existing, where different audio formats have to be tested from different sources of dictation that we support.

**Windows Service Application:**

|  |  |
| --- | --- |
| **Application name** | AcuSpeech Services |
| **Backend** | Oracle 11g |
| **Server platform** | Windows Server 2012 |
| **Development Methodology** | Agile Model |
| **Mode of testing** | Manual |
| **Repository** | SVN |
| **Roles** | SQA Lead, SQA Specialist |
| **Duration** | 2016 – Till date |
| **Team Size** | 2 |

**Description:** AcuSpeech Services is a bundle of 3 windows services, part of AcuSuite 4.0. This was an enhancement project to the existing speech to text services where it calls REST API for VoiceNote, based on certain routing logic to send audio files to an API of nVOQ speech provider. Audio files will be routed to the existing speech engines in addition to the newly added engine based on a routing logic. The project involved impact analysis, testing the workflow and analysing the accuracy of the new system compared to the existing, where different audio formats to be tested from different sources of dictation that we support.

**REST API for VoiceNote:**

|  |  |
| --- | --- |
| **Application name** | REST based web service for VoiceNote and eCareNotes Mobile apps. |
| **Backend** | Oracle 11g |
| **Server platform** | Windows Server 2012 |
| **Development Methodology** | Agile Model |
| **Repository** | SVN |
| **Roles** | Team Lead |
| **Duration** | 2015 – 2016 |

**Description**: REST API for VoiceNote, which is used by VoiceNote desktop and eCareNotes Mobile apps to create job, upload the payload audio data, request get response periodically and get the response JSON having speech text file, to get Location and WorkType data. The REST APIs were completely automated in REST Assured Java to test its functionality and to load test it.

**Desktop based application:**

|  |  |
| --- | --- |
| **Application name** | VoiceNote |
| **Platforms** | Windows and Mac |
| **Technology** | C#,Oracle 11g, SOAP and REST based web services |
| **Server platform** | Windows Server 2012 |
| **Development Methodology** | Agile Model |
| **Roles** | Team Lead |
| **Duration** | 2015 – 2017 |

**Description:** VoiceNote is a smart client application that can be downloaded from eCareNotes website for Windows and it can be installed from iTunes for Mac. It provides real time speech to text output for the doctors while they dictate into it. Further they can have it saved or send for transcription or they can have it pasted into a hospital interface editor or any other editor, where the cursor position is or they can have an editor locked with VoiceNote where the speech text will be written into it. Likewise there are different features to format and place the speech text when the doctor dictates. It supports specific dictating devices, speech mike and wireless mic eCareNotes Mobile app, which provides high quality audio outputs to have the best quality speech texts.

**Audit Terminal**

|  |  |
| --- | --- |
| **Development Methodology** | Agile Model |
| **Technology** | ASP.NET MVC, C#, Jquery, JSON,Javascript, Oracle Server 10g , SQL Server 2008 |
| **Repository** | SVN |
| **Roles** | Lead |
| **Duration** | 2013 – 2015 |
| **Team Size** | Varying team size |

**Description**: Audit Terminal in the Wordscript Web Edition suite is a work flow controller designed for the Quality Audit Team of the Medical transcription industry. It consists of ASP.NET MVC web server application hosted on IIS7.5 which interfaces the administrators who create the configuration items for a random sampling of the work done by the medical transcriptionists. The system has a scheduler server which does the sampling and creates the job queues for the Quality Audit team. The web server has an interface where the QA team logs on to the system and download the job queue to a ClickOnce Windows forms application which has a Microsoft Word Embedded Interface

**Job Torrent**

|  |  |
| --- | --- |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | ASP.NET MVC, C#, Jquery, JSON,Javascript, Oracle Server 10g , SQL Server 2008 |
| **Repository** | SVN |
| **Roles** | Lead |
| **Duration** | 2012 – 2013 |
| **Team Size** | Varying team size |

**Description**: An automated work flow system developed for the medical transcription. It consists of ASP.NET MVC web server application hosted on IIS7.5 which interfaces the administrators who creates the Job Torrents – job queue system based on work flow control configuration items. The web server has an interface where the transcription team logs on to the system and download the job queue to a ClickOnce Windows forms application which has a Microsoft Word Embedded Interface.

**Wordscript Web Edition**

|  |  |
| --- | --- |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | ASP.NET MVC, C#, Jquery, JSON, Javascript, Oracle Server 10g |
| **Repository** | SVN |
| **Roles** | Lead |
| **Duration** | 2010 – 2013 |
| **Team Size** | Varying team size |

**Description**: This SaaS-model web application server suite replaced the legacy installed-product type of applicationsused in medical transcription. It has a central web application cluster which serves about 20 medical transcription vendors globally

**AcuSuite3.0 and 4.0 Windows service applications:**

|  |  |
| --- | --- |
|  |  |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | WCF, MSMQ, SQL server, Oracle |
| **Repository** | VSS and SVN |
| **Roles** | Lead |
| **Duration** | 2011 – Till date |
| **Team Size** | Varying team size |

**Description**: AcuSuite 3.0 and AcuSuite 4.0 are two different versions of the large enterprise system AcuSuite to manage Clinical Documentation workflow. It has various Windows Services. AcuSuite 3.0 is an upgraded version of AcuSuite 2.0, and AcuSuite 4.0 is an upgraded version of AcuSuite 3.0. There are several Web Services (SOAP and REST) and 60 plus different windows service applications altogether in AcuSuite 3.0 & AcuSuite 4.0 designed for specific tasks in Clinical Documentation workflow management. All these windows services use two or more of those web services as well.

**SOAP based Web Services projects:**

|  |  |
| --- | --- |
| **Application name** | AcuSuite 3.0 SOAP based web services |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall Model |
| **Repository** | VSS and SVN |
| **Roles** | Project lead |
| **Duration** | 2008 – 2011 |
| **Team Size** | 2 |

**Description**: There are different SOAP web services used by different windows service applications for several purposes such as Authentication, Encryption, File Upload, File Download, Status Update, Job Delegation, Client Registration, Publish Printer, Client Data Manager, etc.

**Synchronization services**

|  |  |
| --- | --- |
| **Development Methodology** | Agile Model |
| **Technology** | Windows services, Oracle. |
| **Repository** | SVN |
| **Roles** | Lead |
| **Duration** | 2007 – 2008 |
| **Team Size** | Varying team size |

**Description**: Synchronization services do the data and event synching between Acusuite 2.0 and 3.0 systems to run them parallel. This service works as an adapter which communicates to both the systems and transforms the data from one format to other.

**CDFS**

|  |  |
| --- | --- |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | VC++, Oracle, SQL Server, XML, WML, Web Services |
| **Repository** | SVN |
| **Roles** | Team member |
| **Duration** | 2006 – 2008 |
| **Team Size** | Varying team size |

**Description**: CDFS intends to reduce or do away with this dependence on account specifics and free Transcribers from the need to pay attention to account specifics while transcribing. CDFS ideally foresees a scenario where a WS user transcribes without making the account specific formatting. Instead the user will mark out areas of the transcript so that the system can identify these areas and format the section in accordance with the account specific requirements for that document. The advantage is that the Transcriber can concentrate on quality rather than formatting.

**Acuchecker**

|  |  |
| --- | --- |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | ASP.NET, SQL server |
| **Repository** | SVN |
| **Roles** | Team member |
| **Duration** | 2005 – 2006 |
| **Team Size** | Varying team size |

**Description**: This is a solution for detecting common errors in transcripts before they reach customers. The solution is based on a Black List Patterns (BLP) concept, or “Kill List”. This BLP solution focuses on detecting a subset of possible errors and requires simpler technologies, less development effort.

**Wordscript**

|  |  |
| --- | --- |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall & Agile Model |
| **Technology** | VC++, COM, OLE Automation, Web services |
| **Repository** | SVN |
| **Roles** | Team member |
| **Duration** | 2004 – till date |
| **Team Size** | Varying team size |

**Description**: WordScript is the editing tool in AcuSuite. Using this tool, transcribers can transcribe by listening the dictations. It is Desktop application in which MS Word is embedded and automated. Different levels of users can login to wordscript, download dictations, create/Edit transcript and send back to the server. It generates transcripts in RTF format

**Transcript Post Process**

|  |  |
| --- | --- |
| **Technology** | VBA |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall Model |
| **Repository** | VSS |
| **Role** | Team member |
| **Duration** | 2004 – 2005 |
| **Team Size** | Varying team size |

**Description**:This project is developed to handle the post transcription requirements. Transcript content or formatting needs to be changed based on the account specifics of the clients. The attached MS word templates will execute the VBA macro which is programmed to apply the account specific requirements in the transcript.

**VC++ COM based desktop client and its server application:**

|  |  |
| --- | --- |
| **Application name** | AcuSuite 2.0 |
| **Backend** | Oracle 10g and SQL Server 2003. |
| **Server platform** | Windows Server 2003 |
| **Development Methodology** | Waterfall Model |
| **Technology** | VC++, COM, Oracle, SQL Server, Web Services |
| **Repository** | VSS |
| **Roles** | Team member |
| **Duration** | 2004 - 2005 |
| **Team Size** | Varying team size |

**Description**: A windows client-server application suite developed for medical transcription industry, Acusuite consists of Proprietary transactional application servers and COM based business layer components hosted on the servers. The central server of the suite called the DataCenter Server has a oracle DB server hosting the main DataCenter database. An array of workflow servers called the FFM servers has MS SQL servers hosting work flow database.