**Kaveri Sheelam**

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**Synopsis**

* Around 10 years of experience in diversified fields of Application development, support and Maintenance, Service Delivery in Banking, Oil & Gas domain (ERU - BP) and Retail domains.
* Strong exposure to SAP RCM, talent modules including Performance management, Goal Management, Succession planning.
* Have good talent HR process knowledge, understands the business requirements. Perform fit gap analysis and provide feasible solutions following SAP best practices.
* Ability to work in a team environment and actively participate in projects within work groups and across organizations.
* Excellent in problem solving, analyzing, decision-making, communication and interpersonal skills and self-motivated.
* Good knowledge in Application development, testing, support, and domain knowledge.
* Hold degree in Bachelor of Science from Osmania University

**Professional experience summary**

* Working in Tata consulting services as Developer since December’09
* Worked in Satyam Mahindra as Software Engineer from June’07 To November’09

**Certification and Trainings**

* **Trained in SAP SuccessFactors Performance & Goals Management, Recruiting Management, Succession Planning and platform integration to talent suite**
* Certified in ITIL V3 foundation course.
* BP internal trainings in change management, incident management, configuration management and problem management
* Completed Agile for Beginners TCS online training.
* E1-level .NET proficiency in TCS internal trainings.

**SAP SuccessFactors experience since 2017**

Trained and experienced in talent modules, Performance & Goals Management, Recruiting Management, Succession Planning, platform integration with talent suite.

Client is a focused industrial supplier with leading positions in global and regional market segments. With a total of more than 50 operating companies, sales in over 100 countries and some 7,000 employees.

Role: PMGM Consultant

##### *Responsibilities*

* Configured the goal setting and performance review process as per the business requirements
* Configured Goal plan templates with business goal categories
* Set up performance template and integrate with goal setting template
* Set up calibration process and integrate with performance review, create calibration session and validate.
* Good understanding of continuous performance management feature
* Have knowledge on 360 appraisal process and system set up
* Enable system native integration to platform and data transfer to talent suite and vice versa.
* Have good knowledge on integration between each talent module, like performance with goals, compensation and succession planning.

**Prior Experience**

**Project # 1**

In BMO-Harris, Channels Application like TPSS, TPT are critical and customer facing. They are mainly used by Branch and Customer Call Center for opening the accounts to customers, perform various bank transactions etc. The application availability should be high and any issue with respect to these applications has direct customer and business impact.

##### *Responsibilities*

* Analyze the vulnerabilities reported on application servers and Co-ordinate with other teams to implement the remediation in lower environments.
* Raise CR intake request for vulnerability remediation in higher environment servers and attend Changes Change meeting to get the request approved.
* Co-ordinate with DevOps team for patching the vulnerabilities reported on the application servers
* Interact with the LOB users and vendors for application validation, post maintenance activities.
* Analyze the incidents reported and provide biweekly incident categorization report to the client managers
* Co-ordinate with the team and provide a weekly incident report to TCS managers
* Backup resource for TPSS/TPT application

##### *Key Activities*

* Analyze the vulnerabilities that needs to be remediated
* Raise JIRA and co-ordinate with DevOps team to remediate the vulnerability in lower environments
* Co-ordinate with DevOps team, vendors, application team to remediate and validate the application post patching the vulnerabilities
* Get QA and STO sign off for implementing vulnerabilities in production and DR servers
* Raise Change intake to implement production and DR server vulnerability remediation
* Attend biweekly ongoing vulnerability and prioritize the activities
* Co-ordinate with other teams in updating the vulnerability report generated by Spotfire.
* Analyze the incidents reported for TPSS/TPT application
* Provide a biweekly incident report to application managers.
* Biweekly report is key to make business decisions and identify improvement areas
* Provide weekly incident report and activity tracker to TCS managers.
* Backup resource for TPSS/TPT application support and maintenance

**Project # 2**

In BMO-US TF, An asset-backed security (ABS) is a financial security backed by vehicle loans acquired from BMO-Harris. It’s all about Cash-flow. BMO US TF purchases vehicle loans from BMO- Harris, sorts loans with similar characteristics based on interest rate, maturity etc., into different groups. BMO US TF issues securities that are similar to typical bonds on each group. Individual investors purchase these securities and receive the cash flow from underlying pool of vehicle loans.

This project implements ABS in BMO US TF which securitizes the vehicle loans acquired and there by leading to cash flow and business continuity.

##### *Responsibilities*

* Communicate across functional teams such as Windows team, onsite team, DBA’s, client managers, vendors and other stakeholders.
* Participate in the application deployment and releases and defect fixes.
* Document and track the application deployments, releases and defects.
* Coordinate with business, other teams to gather requirements and develop automation scripts
* Document the training manuals needed for SOC team to support the application.
* Prepare application support manual, System Build guides and update them as and when there is any.

##### *Key Activities*

* Understand the application functional and technical overview.
* Complete the tasks within the target date in the project timeline.
* Develop and test the scripts so as to automate the application task which improves accuracy and decreases the manual effort.
* Interact with the cross functional teams such as Windows team, onsite team, DBA’s, client managers, vendors and other stakeholders.
* Responsible for documenting application support manual, SOC training manual, system build guides and updating these documents as and when we have any changes.
* Follow the Client documentation standards and provide the documents with high quality.
* Update the release tracker across all the environments.
* Upload all the release documents to artifactory repository.
* Check-in the latest documents to BMO project SharePoint.
* Coordinate and resolve issues encountered during the ABS Suite server and client setup.
* Participate in the application releases and deployments and coordinate with vendor team for defect fixing.
* Perform post deployment activities, coordinate/report to the vendor team in case of any issues.

**Project # 3**

ClickList is the internet website used to sell Grocery online. The Project is built upon WCS and written in Java. This project uses multiple tools like SOLR for search, OMS for Order Management, MQ Explorer for message transmission and Baymax for picking and end to end processing of order at Stores, POS for billing and generating receipts, exact target for Email service, Vault for payments.

##### *Responsibilities*

* Respond and resolve the incidents with in TCS-Kroger defined SLA.
* Communicate across functional teams such as Store representatives, onsite team, offshore
* team, Business analysts, stakeholders ,Fulfillment, DBA’s and Domain experts for  clarifications and resolution of issues if any
* Find out the root cause for production issues related to Front End, Integration services and fulfilment applications and request for enhancement to the respective team to raise an enhancement or bug in Jira system.
* Debugging and solving other production issues for in-house SPRING applications used for Fulfillment.
* Participate in the deployment and releases for all the supporting application.

##### *Key Activities*

* Handle the production issues in production with  very  specific SLA’s
* To interact with the cross functional teams such as Store representatives, onsite team, offshore
* team, Business analysts, stakeholders ,Fulfillment, DBA’s and Domain experts
* for  clarifications and resolution of issues if any
* Responsible for supporting production environments containing products such as WebSphere Application Server,  WebSphere Commerce Server ,SOLR Search
* Debugging and solving other production issues for in-house SPRING applications used for Fulfillment.
* Participate in the application releases and deployment of all the ClickList supported applications.
* Perform post deployment activities, coordinate/report to the application team in case of any issues.

**Project # 4**

Fredmeyerjewelers.com is the internet website used to sell Jewelry online. The Project is built upon MCS and written in C#. It has 4 modules Orders manager, Catalog manager, Marketing Manager and Inventory and Schema manager. This project uses multiple tools like FAST for search, BizTalk for message transmission, Omniture lab for feedbacks, IGoDigital for product recommendations, exact target for Email service, CyberSource for authorizing the payments.

##### *Responsibilities*

* Design & development of Fred Meyer Jewelry application
* Analysis of the requirement and writing technical design documents
* Develop the modules.
* Unit testing & system integration testing.
* Ensure quality of the deliverables.

##### *Key Activities*

* Analyze the requirements and created High level and Low Level Technical design documents
* Develop the modules in C#.
* Perform Unit testing & system integration testing.
* Ensure quality of the deliverables.
* Fix Vulnerabilities in the tool
* Handle support issues and severity issues related to website down, orders and other tools.

**Project # 5**

BP plc, formerly known, as British Petroleum is one of the largest global energy companies, a multinational oil company with headquarters in London, providing its customers with fuel for transportation, energy for heat and light, retail services and petrochemicals products for everyday items. The company is among the largest private sector energy corporations in the world, and one of the six super majors, vertically integrated private sector oil exploration, natural gas, and petroleum product marketing companies.

TCS is the IT vendor for BP to carryout Application Development and Application Maintenance (ADAM) services. TCS provides ADAM service to Manufacturing/Refining sectors of BP at various BP refineries globally. As part of BP-ADAM project, TCS is providing support, maintenance and enhancement services to application in downstream portfolio of BP used across various refineries globally.

##### *Responsibilities*

* Responsibilities - Managed and coordinated Incident ,Change and Problem Management
* Backup Lead for Application Support service line
* Proposing new solutions and service improvements
* Monthly reporting and ticket analysis
* Preparing estimation based on the requirement
* Involved in high level and low level designing, development and unit testing.
* Worked on defect fixing, testing and deploying the code.
* Deploying new applications and upgrading, enhancing the existing applications
* Testing, change management and production support for deployed applications
* Review the code and implement the code in lower environments and then in to the production
* Documents Preparation: Project Plan, Requirements, Test Results, Estimations, Deployment Document.

##### *Key Activities*

* Involved in application change requests, coordination and implementation.
* Resolve the application related issues, make subsequent changes in the code if needed, within SLA.
* Client communication to resolve issues and to make client comfortable with the newly developed modules and their functionality
* Developing new applications for BP US and BP UK
* The ideation of various site related activities in order to bring down manual intervention
* Project related documentation like, AMM (Application Maintenance Manual), Access policies to each application, test case, and user support manual.

**Project # 6**

BP-ADAM is Support and Maintenance project in the Oil & Gas domain. We were required to provide solutions to any of client’s problem. The development aspects include enhancing applications based on client’s requirement.

Spotifire platform equips every employee to quickly discover new insights in the information they work with every day. Spotfire’s interactive, visual capabilities for data analysis empower individuals to easily see trends.

##### *Developer Contribution*

* Gathered system software and hardware requirements for testing, staging and production environment.
* Define and understand the upgrade process using the manuals.
* Gathered and analyzed requirements by meeting the business stakeholders and other technical team members about the upgrade.
* Involved in the server up gradation for all three environments as a single point of contact from offshore.
* Involved in designing technical documentation.

##### *Support Contribution*:

* Daily checkup of the Services.
* Investigate and resolve complex problems.
* Perform application upgrades and patches.
* Manage application start-up and shutdown.
* Handle application monitoring and exception.
* Handle day-to-day incidents reported on the Spotfire application.
* Coordinate with other support groups (DBA teams). Interacting with Onshore people and Database team if any issues

**Project #7**

This project is for Application Support and Maintenance of BP’s Applications in Refining and Marketing, Petrochemicals in UK, USA, Europe(Petrochemicals) and US Refineries. The scope of this project includes following application areas:

* Refining and Marketing – Logistics and Marketing in the UK
* Coryton Refining
* Grange mouth (Both Petrochemicals and Refining)
* Petrochemicals Belgium
* Petrochemicals (USA)

##### *Support Contribution*:

As a team member, I’m responsible for

* Working on the tickets and fixing the issue within the SLA.
* Performing Maintenance activities on applications
* Timely communication to users, vendors and clients
* Updating the client with new versions of the software to upgrade the present application version
* Gathering the system software and hardware requirements for an upgrade after thorough analysis
* Preparing estimated efforts for development project on upgrade
* Working on Application Upgrades
* Handling User calls and resolving the issues
* Organizing and Handling client calls.

**Project #8**

The project BP ASM DSS Recovery deals with the recovery of the missing files from the sites daily database which displays total transaction counts and transaction amounts day wise of all the records from database to the current date. Daily we get the report for the missing files and following the DSS Recovery Process we dial into the site by the RDC and transfer the missing files to the sites’ BOS data base. Then that files are picked up by the Xcellenet server.

##### *Support Contribution:*

As a team member was responsible for

* Restoring the issue.
* Preparing Report on project status every Friday and sending it to Client.
* Interaction with Client every fortnight.
* Involved in improving the DSS Recovery Process.

**Project #9**

This project is for Application Support and Maintenance of BP’s Applications in Refining and Marketing. Petrochemicals in UK, USA, Europe Petrochemicals and US refineries. The scope of this project includes following application areas:

* Refining and Marketing – Logistics and Marketing in the UK
* Coryton Refining
* Grange mouth (Both Petrochemicals and Refining)
* Petrochemicals Belgium
* Petrochemicals (USA)

##### *Support Contribution*:

As a team member, was responsible for

* Regular Support and Maintenance of Applications.
* Updating the users regarding the regular application status.
* Lights On activities.

**Technical skills**

Tools : SOAP-UI, Citrix, Tibco Spotfire 3.0, 3.2, 3.3, 4.5, Remedy, Putty, RDC,

Infra, PCAnywhere,Echo, TS RDP Client, WinSCP, WinMerge, Echo, Dynatrace

Special Software : Sitecore Commerce Server 11, GIT,FAST, Microsoft BizTalk Server 2013, ABS Suite, Artifactory,

Languages : C#, ASP.NET, SQL server 2012, PowerShell

Domain Knowledge : BFS, Retail, Oil &Gas

Microsoft Tools : MS-Office.

Types of roles : Analyze the existing application and upgrading/Migrating the existing version of the application. Coordinate with the clients and other stakeholders. Monitor the key and critical applications. Implement process improvements and automating the jobs.

**Business applications**

* Online Jewelry Shopping Application
* Analysis tools
* HSSE applications
* Ticketing tools
* Excellent customer interaction skills with experience to work with customers across different geographies.
* Exposure to full development life cycle and system testing
* An excellent team player with effective communication skills.
* Excellent Requirement, Design, Development, and debugging skills
* Good Knowledge of .Net, SQL Server.
* Remedy - A global ticketing tool for managing the requests in BP.