**Pallav Kumar**

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**Objective**

To obtain Application Interface Analyst / Support position in the field of Healthcare Application or Web-based Application

**Summary**

* Over 6 years 9 months of experience in IT industry which consist of over 4.5 year’s experience in Healthcare Provider / Payer.
* Ability to analyze the functionality of Application and on the basis of that, gather requirements integrate the different types Healthcare applications.
* In-depth knowledge of integrating the interfaces (Requirements, Design, Construction, UAT & Go-live) for HIS, Registration, Clinical, Financial, Collection agency Applications like Cerner, Meditech, Siemens Medseries4, Siemens Inivision, Touchworks, Lawson, Ceridian, McKesson, Sunquest, Softmed, Omnicell, GE applications, Artiva and many others.
* Over 3.5 year experience in Interface Support which includes attending Calls from Doctors, Nurses, Hospital Clinical / Radiology / Registration / Lab / IT, etc. department. Understanding the issue, Business Impact & Solving Incidents and working on the Request tasks and Projects.
* Over 2 year experience in developing and testing web application which uses J2EE technologies like Servlets & JSP.
* Excellent Troubleshooting skills including experience in Problem Isolation and Root Cause

Analysis.

* Strong communication, analytical, interpersonal, presentation and learning skills

**Awards & Honors:**

* Awarded as **“Employee of the Month”** on December 2009 and Nominee for “Employee of the Month” on November 2009 by Dell.
* Many certificates from Dell for continuous “**Outstanding Performance**” and “**Pat-on-back**” awards.

**Professional Experience:**

**Working with Dell Inc. from 2005 – Present for below clients:**

**1) Catholic Healthcare West (CHW)**, Phoenix, AZ

**MedSeries4 MFT Remediation Integration Team**

Senior Interface Analyst & Team Lead,

*Phoenix, Feb 2011 – Current*

* Gathering the Requirements and Remediating the FTP based interfaces into SFTP / PeSit protocol using Axway’s MFT suite & IBM Products.
* Coordinating with the application team and doing Design, Construction, UAT and go-live for the interfaces.
* Managing a team of 6 resources in Phoenix and with Offshore Team Lead in India.
* Estimating, Planning, Scheduling and Tracking for the Project.

**Application Integration Support Team**

Senior Support Interface Analyst,

*Phoenix, Jun 2007 – Jan 2011 (3 years 8 months)*

* Primary/Secondary On-call for Integration team, solving average Incidents approx. 30 per day for different severities Severity 1-5.
* Support and maintain existing Interface Engine (please refer Technical Skills section) and solving interface issues for customers in hospital (Doctors, Nurses, Application people, etc.).
* To prepare charts and Visio diagrams in order to assist in problem analysis in interfaces, and to submit recommendations for solution.
* Working on Request Task, Minor Projects, Problem Records and Change Tickets for continuous maintenance and Improvements for the Production as well as Test Systems.

**2) Bank Of Ireland (BOI)**, Dublin, Ireland

**B365 Online Refresh & Win2K / XP Upgrade**

Software Tester

*Dublin (Ireland), Jun 2006 –Oct 2006 (5 months)*

* Preparation & Execution of System Test Cases for www.365online.com website.
* Preparation & Execution of System Test Cases for the 53 banking applications which are installed on Windows 2000 server and Windows XP.

**B365 Online Refresh**

Software Developer

*India, Jul 2005 – May 2007 (1 year 7 months)*

* Development of www.365online.com website and owning the different Banking modules like Add a Beneficiary, Payment Transfer, Adding International Beneficiary and Standing Order.
* Understanding the Requirements & Design. Develop the code in Java, Servlet, HTML, CSS & JRun (Web Application Server).
* Preparation & Execution of Unit Test Cases.

**3) Blue Cross Blue Shield (BCBS-RI)**, Rhode Island

**LRSP, Diamond Data Conversion Team**

Trainee

*India, Jan 2005 – Jun 2005 (6 months)*

* Creation & Execution of System Test Cases in DIAMOND product & Oracle database.
* Running SQL queries & checking Error Logs, discussing with the Development Team for Defect Fixing.

**Functional Skills:**

* Knowledge of Hospital Workflow departments.
* **HL7 (Healthcare Level 7) version 2.4 - 2.6 standards:** ADT, Charges, Orders, Results, Transcriptions, Abstracts, Scheduling, etc.
* **X12 Standards:** 837/835, 270/271, 276/277, UB04, UB92, Paper Claims, Electronic Claims, Claim Notes, etc.
* **Custom HealthCare Standards:** General Ledger, Bank Reconciliation, Time and Attendance, Materials Management, Adjustments, Notes, Bad Debts, Patient refunds, etc.

**Technical Skills:**

* **Interface Engine & Products:** IBM WebSphere Message Broker, NEON, SeeBeyond’s DataGate (e-gate), Sybase Impact, XNet Integrator 9.3, IBM MQ Series, and EDI Engine (based on Perl & Shell).
* **Software/Tools :** IBM WebSphere Message Broker Toolkit, IBM WebSphere MQ Explorer, Interface Explorer for HL7, CAI Products (TRAN-IDE), X-Late for DataGate, BMC Remedy, Maestro Remote Console, XI Workbench for XNet Integrator 9.3, Global Console for Sybase Impact, Quest Software Toad for Oracle, Linux Samba, Ultra Edit, Microsoft Office 2003 suite (Visio, Word, Outlook, Excel, PowerPoint, MPP), TortoiseCVS, Microsoft VSS, Support Tool, JRun 4.0 Application Server, Eclipse IDE.
* **Language/Scripting :** Perl, Unix Shell scripting, ESQL, Java/J2EE, Servlets, JSP, HTML, CSS, Neon, DataGate.
* **Database :** Oracle 8, 9i, 10g, IBM DB2, My SQL.
* **Application Server :** JRun 4.0 Application Server, Tomcat
* **Operating System :** UNIX, Windows and Linux
* **Servers :** Solaris, IBM AIX, Windows

**Academic Credentials**

Bachelor of Engineering in Information Technology

Manipal Institute of Technology, Manipal, India

May 2005

Sun Certified Java Programmer1.4 (SCJP 1.4) in 2005.

Dell’s Leadership Imperative Certified in 2008.

ITIL V3.0 Certified in 2010.

**Working Status in USA:** Currently on L1B visa, seeking for H1B visa.