**EXPERIENCE SUMMARY**

* PMI certified project Manager with 10 years of experience in Agile Project and Program management
* Lead the PMO for challenging regulator initiated transformation initiatives involving team size of 200+
* Lead various Quality Engineering consulting projects and recommended workable solutions to multiple customers including Apple, Google, Kellogs, Kohls, Vantiv, ANZ, Change Healthcare, Quest Diagonistics, CVS to improve the productivity of their Quality Engineering teams
* Been part of digital transformation initiatives for various customers
* Over 10 years of experience in web application development using Java/J2EE technologies.
* Managed various consulting engagements of enterprise testing products like Tricentis Tosca, Worksoft certify, HP UFT, Smartbear Test Complete and Inflectra Rapise engaging various parties like consultants, tool architects and customer leadership teams.
* Having expertise in developing open source automation test frameworks solutions for Web applications, Web Services, Desktop applications, asynchronous applications using MQ and Kafka, relational Databases like Oracle and DB2, Mainframe, Cloud based Cassandra, On-Prim Cassandra, and In-Memory cache applications like Hazzlecast.
* Architected an open source framework which allows for script-less automation, Intuitive test design, test scheduling, parallel test execution capability, dashboard reporting feature, automated audit solution for verifying the compliance of the test cases with efficient Test Data Management and Test Data generation solutions
* Excel at communicating with stakeholders to provide accurate information on the ongoing projects and initiatives.
* Experienced in coordinating, negotiating and motivating outside vendors and off-shore resources in support of time line and deliverables.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Testing tools** | SELENIUM, QTP, Coded UI, Renorex, TOSCA, eggplant, Rational Robot, Junit, testNG, SOAP UI, Loadrunner, JMETER |
| **Platforms** | Windows, Linux, Unix, Solaris |
| **Programming Languages** | Java, Scala, Groovy, Pyton, Java Script |
| **ERP** | SAP IS-U, SAP CRM, SAP BW, Siebel CRM, Oracle Applications |
| **Databases** | Oracle, SQLServer, DB2, MS Access, MySQL |
| **Development/Productivity Tools** | MS Office, MS Project, Jira, Java, Spark, AWS, Sacala, Python, PL/SQL, SQL, Unix Shell scripts, Java Script, HTML, CSS, JQUERY, Angular JS, Node JS |
| **Web Technologies** | Spring, Tomcat, Weblogic and Websphere |
| **Integration Technologies** | Kafka, Websphere MQ, Seebeyond eGate |
| **Software Engineering Methodologies/Tools/Technologies** | SCRUM, XP, RUP, ITIL, Microsoft Operations Framework, Overlapping waterfall, V-Process |
| **Functional Areas** | Healthcare, Airways, Energy and Utilities, Telecom, Securities, Retail, Manufacturing |

##### CERTIFICATIONS

* Project Management Professional from Project Management Institute in GOOD standing
* Agile Leader Certification from SSGI
* ITIL Foundation certificate with 97%
* Sun Certified Java Programmer with 95%
* IBM certified Developer in XML and related technologies

**Key Projects**

1. **Data Platform (Optum, USA)**

|  |  |
| --- | --- |
| **Description** | Today, in the digital age, businesses thrive off data. Without data and insights, businesses would not be able to evolve and succeed as technology has fast-tracked our ability to better understand customers. Data is especially pivotal to many businesses, as it highlights the strengths and weaknesses of business processes, communicates market conditions, and provides evidence based insights into your business strategies that can bring about better outcomes and customer experiences.Data can define the success of businesses, but without a unified data system, it can be meaningless. This is why businesses need a data platform. The platform enables us to distinguish ourselves based on our ability to build actionable insights from the data to improve the customer experience, increase revenue, or even define our brand. We need data to be actionable and intelligent, and without it, data lacks meaning. |
| **Role** | Consultant, SDET Lead, Scrum Master |
| **Skills** | Spark, Hadoop, AWS (S3, EC2, EMR, IAM, RDS, Systems Manager, Secrets Manager, EFS, EBS, EKS, Cloud watch, Athena, Java SDK, CLI), Java, Scala, Python and Zeppelin |
| **Contribution** | * Acted as the E2E lead and Release Manager of the Data Platform * Established Test Data Management COE to meet various Test Data needs of Data Platform * Managed multiple solutions like Smarty Steets, Genrocket, Airflow and Sparkflows provided by external vendors * Managed the integration of solutions developed by multiple internal teams * Developed an E2E testing framework called Cloud Data Validator which is used for testing of ETL Pipelines, Web, API’s and can validate both AWS and Azure services * CDV framework I developed enables insprint automation and contributed to running E2E tests in Dev environment and there by shifted the testing towards the left. * Prepared and managed the user stories in Jira * Organized daily scrum, retrospectives and Sprint planning * Attended Scrum of Scrums, release planning and QE managers daily standup call with the CHC leadership team * Managed E2E tests across the releases for Data Platform * Contributed as an Interview panel helping CHC to recruit the best talent * Provided direct and ongoing technical consulting for the team of SDETs on various day to day Automation and Devops challenges. |
| **Start Date** | 08/01/2021 |
| **End Date** | Till Date |
| **Period** | 24 months |

1. **CCH Interoperability (Change Healthcare, USA)**

|  |  |
| --- | --- |
| **Description** | Intelligent Healthcare Data Platform is built to provide a service to payers to comply with the CMS Interoperability Guidelines. Change Healthcare will receive the required data from the payers and make it available to their members via APIs, with the intended goal of allowing 3rd-party developers to innovate faster with broader access to that data. Data for this initiative requires at least of 5 year of all claims from all members of all plans from a payer. This transformation initiative is being supported by teams within Platform, Product, Healthcare Data Cloud, Data Services, Configuartion Identify and Access Management, Personal Data Stores, Innovation Center, and many more groups including Payer organizations |
| **Role** | Consultant, SDET Lead, Scrum Master |
| **Skills** | Spark, Hadoop, AWS (S3, EC2, EMR, IAM, RDS, Systems Manager, Secrets Manager, EFS, EBS, EKS, Cloud watch, Athena, Java SDK, CLI), Java, Scala, Python and Zeppelin |
| **Contribution** | * Acted as a Scrum master for CARMa and Core streams of the IHDP Program * Managed multiple solutions like Corepoint, Foresite and Smile CDR provided by external vendors * Managed the integration of solutions developed by multiple internal teams * Worked with the PMO team in Requirements gathering, Program Planning, dependency and Risk management * Prepared and managed the user stories in Jira * Organized daily scrum, retrospectives and Sprint planning * Attended Scrum of Scrums, release planning and QE managers daily standup call with the CHC leadership team * Managed E2E tests across the releases for IHDP * Contributed as an Interview panel helping CHC to recruit the best talent * Conducted a AWS Training needs analysis for the team. Designed a training plan to improve the overall maturity of the team. * Provided direct and ongoing technical consulting for the team of SDETs on various day to day Automation and Devops challenges. * Conducted and presented various automation testing tools and solutions to the customer and account teams. * Developed solutions for cloud, In-Prim and hybrid models. |
| **Start Date** | 06/01/2018 |
| **End Date** | 07/31/2021 |
| **Period** | 36 months |

1. **Test Consulting (Wipro, USA)**

|  |  |
| --- | --- |
| **Description** | Consulting on various technical challenges faced by the automation teams. Helped implementing Tricentis TOSCA and Wipro Assure NXTsolutions across multiple projects in various customer accounts. The major focus is to -   * Decrease repetitive manual testing effort by increasing automation coverage * Early detection of issues by shifting left and engaging early in development life cycle * Lower cost of Test Cases created through automation and optimize maintenance effort * Build a centralized scalable Test Automation solution |
| **Role** | Consultant |
| **Skills** | TOSCA and ASSURE NXT |
| **Contribution** | * Provided automation consulting in Google for GooglePay app. Recommended an end to end automation strategy which addresses various automation challenges * Provided automation consulting to KELLOGGS. Recommended an end to end automation strategy which addresses various automation challenges * Defined the end to end Test Strategy for functional, performance and automation testing for APPLE. * Defined an end to end automation test strategy for Quest Diagnostics. * Defined an end to end automation test strategy for Vantiv * Provides direct and ongoing technical consulting for a team of testers. * Conducted and presented POC results on all testing solutions highlighted in the strategy to get the acceptance from the customers and account teams. * Developed solutions for cloud, In-Prim and hybrid models. * Supported various QE teams in implementing the AssureNXT and TOSCA solutions |
| **Start Date** | 07/01/2017 |
| **End Date** | 05/30/2018 |
| **Period** | 11 Months |

1. **DevOps Transformation** (**Kohls, USA)**

|  |  |
| --- | --- |
| **Description** | The goal of this transformation is to Improve Test Coverage, Quality and Increase Velocity of Delivery at optimal cost. The major focus is to -   * Decrease repetitive manual testing effort by increasing automation coverage * Early detection of issues by shifting left and engaging early in development life cycle * Lower cost of Test Cases created through automation and optimize maintenance effort * Build a centralized scalable Test Automation solution |
| **Role** | Architect |
| **Skills** | Project Management, Java / J2EE, Maven, Git, Sonar Cube, TESTNG, SELENIUM, SOAPUI, JMETER, HP QTP, Oracle ATS, ELK, Jenkins, Puppet, JBehave, Groovy, SQL, CQL |
| **Contribution** | * Designed and Implemented various solutions for the CICD pipeline * Developed a complete automation solution that fits into the CICD pipeline * Developed an automatic scheduling and Parallel test execution solution. * Developed a comprehensive dashboard solution using open source framework called ELK. * Developed a comprehensive reporting solution using Allure. * Developed a powerful validation module. * Developed a Business component model that integrates with the framework to increase the reusability. * Developed a service virtualization model which integrate with the automation platform. * Developed Integration components for databases, ftp, mail, pdf, queues and mainframe * managed the changes in the framework. * Provided direct and ongoing leadership for a team of individual contributors * Manages deliverables, schedules, for multiple ongoing projects, ensuring that resources are appropriately allocated and that goals, objectives, timelines, and budgets are met in accordance with program and organizational roadmaps. |
| **Start Date** | 06/01/2016 |
| **End Date** | 06/30/2017 |
| **Period** | 12 months |

1. **Automation Consulting (Wipro, Bangalore)**

|  |  |
| --- | --- |
| **Description** | Consulting on various technical challenges faced by the automation teams. Helped implementing Wipro’s Assure NXT solutions across multiple projects in various customer accounts. The major focus is to -   * Decrease repetitive manual testing effort by increasing automation coverage * Early detection of issues by shifting left and engaging early in development life cycle * Lower cost of Test Cases created through automation and optimize maintenance effort * Build a centralized scalable Test Automation solution |
| **Role** | Consultant |
| **Skills** | Project Management, Java / J2EE, Maven, Git, Sonar Cube, TESTNG, SELENIUM, SOAPUI, JMETER, HP QTP, Oracle ATS, ELK, Jenkins, Puppet, JBehave, Groovy, SQL, CQL, TOSCA, Coded UI, eggplant, Sikuli, Ranorex |
| **Contribution** | * Provided automation consulting to Landmark. Recommended an end to end automation strategy which addresses various challenges in their application landscape * Defined the end to end Test Strategy for functional, performance and automation testing for CVS. * Defined an end to end automation test strategy for Quest Diagnostics. * Provided a DevOps solution recommendation for ANZ bank. * Developed a tool which compares various automation solutions to arrive at a most suitable solution. * Developed a centralized tool to validate an automation test framework with a wide variety of features * Developed a tool which can conduct audits without any manual effort. * Developed an automation framework solution which is completely script-less and tool intrinsic. * Developed an automation framework for Angular JS, React JS and Single Page Applications. * Provides direct and ongoing technical consulting for a team of testers. * Conducted and presented POC results on all testing solutions highlighted in the strategy to get the acceptance from the customers and account teams. * Developed solutions for cloud, In-Prim and hybrid models. * Supported various QE teams in implementing the AssureNXT solutions |
| **Start Date** | 05/01/2015 |
| **End Date** | 05/30/2016 |
| **Period** | 13 Months |

1. **HIMS** (**Qatar Gas, Doha)**

|  |  |
| --- | --- |
| **Description** | Qatargas have elected to implement Hydrocarbon Information Management Systems (HIMS) to support their growing Supply Chain Management requirements.  The solution aims to provide the operational efficiency and reliability of support services provided in the areas of Commercial Planning and Scheduling, Voyage Management and Fleet Planning and Analysis |
| **Role** | Test Manager |
| **Operating System(s)** | Windows XP |
| **Skills** | Project Management, CLM, HP Load Runner, JMeter, Selenium, MS Office, Java / J2EE |
| **Contribution** | * Participated in entire requirement gathering workshops * Estimated and obtained management support for the time, resources and budget required to perform the testing. * Defined the end to end Test Strategy for functional, performance and automation testing * Built a testing team of professionals with appropriate skills, attitudes and motivation. * Developed the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan. * Managed the Procurement of various tools. * Ensure content and structure of all Testing documents / artifacts is documented and maintained. * Reviewed the Test Cases documents, scripts and scenarios. * managed the changes in requirements of the Project. * Provides direct and ongoing leadership for a team of individual contributors * Manages deliverables, schedules, for multiple ongoing projects, ensuring that resources are appropriately allocated and that goals, objectives, timelines, and budgets are met in accordance with program and organizational roadmaps. * Conducted and presented POC results on all testing solutions highlighted in the strategy to get the acceptance from the customer. |
| **Start Date** | 10/01/2014 |
| **End Date** | 04/30/2015 |
| **Period** | 10 months |

1. **CROAMIS** (**Qatar Airways, Doha)**

|  |  |
| --- | --- |
| **Description** | CROAMIS is a state-of-the-art suite of cargo business process automation system, which will comprehensively meet almost all automation needs of airline cargo transportation. The system must comply with industry standard processes, yet provides the flexibility for airline specific standards, processes & procedures. Due to the comprehensive coverage for most of the cargo business functions, single source of data, common standards, flexibility to tune and adapt the system to cater to the business processes needs, CROAMIS brings in efficiencies to the day-today business operations as well as provide business analytics information for better planning, decision making and service recovery processes. |
| **Role** | Test Manager |
| **Operating System(s)** | Windows XP |
| **Skills** | Project Management, Load Runner, QTP, HP Quality Center, JMeter, Selenium, MS office, Java / J2EE |
| **Contribution** | 1) Represented testing team in entire requirement gathering workshops  2) Estimated and obtained management support for the time, resources and budget required to perform the testing.  3) Defined the end to end Test Strategy for functional, performance and automation testing  4) Built a testing team of professionals with appropriate skills, attitudes and motivation.  5) Developed the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.  6) Managed the Procurement of various tools.  7)Ensure content and structure of all Testing documents / artifacts is documented and maintained.  8) Reviewed the Test Cases documents, scripts and scenarios.  9) managed the changes in requirements of the Project.  10) Provides direct and ongoing leadership for a team of individual contributors  11) Manages deliverables, schedules, for multiple ongoing projects, ensuring that resources are appropriately allocated and that goals, objectives, timelines, and budgets are met in accordance with program and organizational roadmaps.  12) Conducted and presented POC results on all testing solutions highlighted in the strategy to get the acceptance from the customer. |
| **Start Date** | 10/05/2012 |
| **End Date** | 10/31/2014 |
| **Period** | 24 |

1. **H3G-NPDS (Ericsson H3G, Reading)**

|  |  |
| --- | --- |
| **Description** | Hutchison 3G, largest telecom service provider in UK, uses NPDS/HPOV applications to handle their RAN / Non-RAN networks and TIBCO EAI to manage various B2B and A2A interfaces. The applications which fall into the umbrella of NPDS/HPOV are NPS, NEP, Service Checker, Cramer, Apollo, NetOne, OVO, OVPI, OVIS, NNM, Cisco Works, OVPM, Netcool and Netviz. Various solutions delivered for H3G, T-Mobile and Vodafone networks in partnership with Ericsson in the areas of Network planning and Design, OSS Assurance, Fulfillment and management areas and BSS areas like TIBCO and Selfcare. |
| **Role** | Project Manager |
| **Operating System(s)** | Windows XP |
| **Skills** | MS Project, HP Quality Centre, HP QTP, Share point, MS Excel, MS PowerPoint, MS Word, HP Loadrunner |
| **Contribution** | 1) End to end management of the deliverables spanning in OSS area.2) Resource Management like planning the capacity needs as per the project demand, acquiring the resources, appraising the resources, planning resource training needs 3) Understand the testing effort by analyzing the requirements of project. 4) Estimate and obtain management support for the time, resources and budget required to perform the testing.5) Organize the testing kick-off meeting 6) Define and Review the Strategy. 7) Develop the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.8) Ensure content and structure of all Testing documents / artifacts is documented and maintained. 9) Document, implement, monitor, and enforce all processes for testing as per standards defined by the organization. 10) Check / Review the Test Casesdocuments.11) Develop detailed plans to enable delivery of the High-level solution documents and Technical Design documents. Develop detailed plans from detailed design phase till handover to Operations.12) Work with various delivery teams to ensure that all relevant teams are engaged throughout the project or implementation. 13) Estimate initial project cost and schedule with the help of project team members of our team and customer as desired. 14) Engage and manage technical resources to deliver the project.15) Create necessary documents with attention to quality and adhere to the account specific process. |
| **Start Date** | 07/07/2011 |
| **End Date** | 07/15/2012 |
| **Period** | 13 |

1. **Enduring Solution (Northern Ireland Electricity, Belfast)**

|  |  |
| --- | --- |
| **Description** | The main objective of this Business Transformation project is to facilitate the various supplier businesses in UK and Ireland to interact with and be a part of the distributor business of Viridian group. This is a complex brown field SAP implementation of distribution business to meet the requirements of ESB which brought the Northern Ireland Electricity distribution business from Viridian. Also, this involve a green field oracle CC&B upgrade and implementation of supply business which is operated by NIEES of the Viridian group. This include support to the provision of additional products and services to customers in a changing and complex energy environment and delivering all the Regulatory Requirements Outcomes. |
| **Role** | PMO Lead |
| **Operating System(s)** | Windows XP |
| **Skills** | MS Project, Schedule Management, Risk Management, Cost Management, Wipro STORM Tools |
| **Contribution** | * Managed the program schedule. This involved working with various streams including Infrastructure, Data management, Change Management, Business Intelligence, Testing and Process (Billing, Metering, Customer Services, Sales, Marketing, Industry and Finance). * Provided Management Reporting which include weekly Program dashboard, reports for Program Control Board and Strategic Steering Committee. * Managed Inter and Intra stream Dependencies, Risks, Issues and Variations for the program working closely with various streams. * Developed process and tools to effectively report and manage the critical program milestones working with external tools group. * Liaised with Business Readiness program to merge the strategic initiatives of the Business into the program scope of work. * Participated in Gap Challenge sessions liaising the team and solution design authority to come up with an Inventory for Developments. |
| **Start Date** | 05/16/2011 |
| **End Date** | 07/06/2012 |
| **Period** | 13 |
| **Team Size** | 100 |

1. **Retail Business Transformation (Origin Energy, Melbourne)**

|  |  |
| --- | --- |
| **Description** | The main objective of Business Transformation is to provide more effective operating model that provides customers with improved or enhanced self-service capability across many channels of choice such as web, interactive voice response (IVR) and mobile phones, that is delivered by best in class technologies. Also, this should be customer centric and provides a holistic or single view of a customer’s relationship with Origin across all products and services. This include support to the provision of additional products and services to customers in a changing and complex energy environment and delivering all the Regulatory Requirements Outcomes. |
| **Role** | PMO Lead |
| **Operating System(s)** | Windows XP |
| **Skills** | HP Loadrunner, HP QTP, SAP Solution Manager |
| **Contribution** | * Managed the program schedule. This involved working with various streams including Infrastructure, Data management, Change Management, Business Intelligence, Testing and Process (Billing, Metering, Customer Services, Sales, Marketing, Industry and Finance). * Provided Management Reporting which include weekly Program dashboard, reports for Program Control Board and Strategic Steering Committee. * Managed Inter and Intra stream Dependencies, Risks, Issues and Variations for the program working closely with various streams. * Developed process and tools to effectively report and manage the critical program milestones working with external tools group. * Liaised with Business Readiness program to merge the strategic initiatives of the Business into the program scope of work. * Participated in Gap Challenge sessions liaising the team and solution design authority to come up with an Inventory for Developments. * Coordinated the execution SIT, PIT, PT and Integration Testing. * Strategized the Performance testing activity and prepared test scenarios for complete Wave 1 functionality |
| **Start Date** | 09/01/2008 |
| **End Date** | 05/15/2011 |
| **Period** | 32 |
| **Team Size** | 200 |

1. **Workbench (Bank of New York Mellon, Pittsburg)**

|  |  |
| --- | --- |
| **Description** | Workbench is Bank of **New York** Mellon’s Internet delivery tool designed for institutional clients, investment managers, and consultants. Workbench provides immediate access to a broad range of investment information. It includes a comprehensive reporting engine, an advanced graphics module, a compliance monitoring tool, a real-time inquiry tool, a transaction notification module and a variety of intellectual properties.  Key features of Workbench include 1) Timely access to a Variety of Reports: Real-Time Cash, Custody, Accounting, Performance, Analytics, Universal Securities Lending, Benefit Disbursement and Multi-National access. 2) Each report can be customized via a series of optional parameters. 3) Supports multiple file formats for downloads such as: Adobe PDF, Microsoft Excel, XML, CSV, and PRN. |
| **Role** | Project Manager |
| **Operating System(s)** | Windows 2000 |
| **Skills** | MS Project, HP PPM, Scrum, J2EE, IBM Websphere, Mainframes, Informatica, Java, Oracle, Actuate, FOCUS, Crystal reports and XML |
| **Contribution** | * Managed a team which include Business Analysts and Developers from the customer team as well as Wipro. * Managed multiple projects which include integration projects due to BNY - Mellon Merger, BAU requests to restore the existing clientele of BNYM and requests from the newly added customers of BNYM. Managed the operations and established change, configuration and release management processes to interconnect running operations and various projects implemented in release cycles. * Instrumental for implementing the CMM processes, new SDLC process and integrating the project management process as per the PMO requirements of Bank of New York and successful in migrating all the projects on to a new project management tool HP PPM. * Performed capacity planning and responsible for project prioritization by providing information about the resource availability to business managers and project sponsors. * Responsible for the communication planning between various stake holders and establish proper channels for Onsite / Offshore communication. * Involved in various activities like creating Major Expenditure Requests, Performing Financial analysis using a BNYM specific tool to arrive at NPV, IRR and Benefit Cost ratio based on which the project budgets get approved. |
| **Start Date** | 07/01/2007 |
| **End Date** | 08/30/2008 |
| **Period** | 13 |
| **Team Size** | 50 |

1. **Maintenance Toolbox (General Motors, Detroit)**

|  |  |
| --- | --- |
| **Description** | The Maintenance Tool Box consists of many different features (reports, algorithms) intended to monitor or analyze different aspects of a production line from a maintenance perspective. These features may be organized into four areas. The software has been designed in a modular format with one module dedicated to each of the areas:   * Breakdowns (Fault Analysis) * Quality (Statistics on Rejects) * Production (Throughput Analysis) * Maintenance (Machine/Component Reliability)   The algorithms may also be classified by their different capabilities:   * Alerts – notification when signals reach certain thresholds * Presentation – graphs and charts of trends and levels * Predictions - estimates of when maintenance events will occur. |
| **Role** | Project Leader |
| **Operating System(s)** | Windows 2000 |
| **Skills** | J2EE (JSP, Servlet and Sun one webserver), Java, Oracle and Net Charts |
| **Contribution** | * Developed various modules of MTB. * Implementation of this application in a vehicle assembly plant of GM which includes understanding of Business processes and embedding it into the application. * Designed and Developed the core application Framework for MTB application. Managed this project in an agile environment following XP process model. * Developed a solution for integration of various applications into the core application. Developed various features like Skill Trade utilization, Reliability Metrics and integrated them into the core application. * Designed and developed various reports in MTB. * Developed tools like Reliability Distribution, Reactive Maintenance expert, End state calculator working with GM R&D team. * Successfully implemented MTB in various vehicle assembly and power train plants after understanding the business processes in respective plant floors and embedding them into the generic frame work of the core application. |
| **Start Date** | 06/19/2006 |
| **End Date** | 06/30/2007 |
| **Period** | 13 |
| **Team Size** | 30 |

1. **Customer Restoration Network (Farmers Insurance, Simi valley)**

|  |  |
| --- | --- |
| **Description** | CRN stands for Customer Restoration Network. The main idea of CRN is to provide faster service to the customers of Farmers Insurance Group. When an accident happens, the customer calls Farmers via 1-800-4-CLAIMS or other channels. The CTI (Computer Telephony Interface) will route the call to the available CSA (Customer Service Associate) who takes the Insured or Claimant details like Last Name and Policy Number. CSA’s have Siebel clients and thin middleware layers installed in their computers. They enter the information given by the caller and the back-end systems send the complete information related to that policy, which will be displayed on CSA’s computer. CSA can then proceed to create claim on that policy. Once the claim is created in CRN and FACTS each claim will be automatically allocated to an OCR (Office Claims Representative). This in-turn will be allocated to FCR (Field Claim Representatives) if visual inspection of the mortgage is required. |
| **Role** | Performance Analyst |
| **Operating System(s)** | Windows 2000 |
| **Skills** | Siebel, Mainframe, MQ Series, Oracle, Tivoli GSM, Vital Suite, FileNet, J2EE, HP Loadrunner |
| **Contribution** | * Manage the issues related to performance tools with Vendors, Farmers Network support and end users. Acted as a single point of contact for all Production performance issues. * Responsible for ensuring analysis, reporting, problem diagnosis and resolution of system performance. * Responsible for developing and improving procedures and processes related to performance Management. * Focal point for defining and implementing capacity and performance management reports. * Analyze any capacity or system performance issues. Analyze and recommend tools to help with any of the preceding responsibilities. * Interface with business partners to define critical capacity and performance. * Managed the infrastructure requirements and various teams to install Vital Suite application in all the CSR and CSA locations spread across various geographies in US. * Instrumental in formulating the performance team at Offshore. * Performance testing of various releases |
| **Start Date** | 02/02/2005 |
| **End Date** | 06/18/2006 |
| **Period** | 18 |
| **Team Size** | 45 |

1. **Norman CIS (Centrica, Ottawa)**

|  |  |
| --- | --- |
| **Description** | The Norman Customer Information System supports Direct Energy's customers of deregulated gas for United States gas markets. This project provides ability to automatically validate and correctly format customer premise and mailing addresses via address verification software called PostalSoft in the Norman CIS. At this point, there is no current address verification software in place for Growth Markets. Address verification is important as it ensures that addresses submitted for gas flow match up with the addresses on file at the utilities for both existing and new customers. Mismatches result in transactional rejects by the UDCs, return mail and poor data quality. Provide ability to automatically validate and correctly format customer premise and mailing addresses via address verification software called PostalSoft in the Norman CIS. At this point, there is no current address verification software in place for Growth Markets. Address verification is important as it ensures that addresses submitted for gas flow match up with the addresses on file at the utilities for both existing and new customers. Mismatches result in transactional rejects by the UDCs, return mail and poor data quality. |
| **Role** | Project Lead |
| **Operating System(s)** | Sun Solaris |
| **Skills** | Oracle 9i, Java |
| **Environment** | Java, JSP, Tomcat - Apache integrated environment, Java Stored Procedures, Oracle Procedures, SQL, PL/SQL, Postalsoft |
| **Contribution** | * Managed the project in IPAT * Responsible for all the deliverables * conducted SOA testing and Application testing * Provided a solution to use the web services provided by a third party called PostalSoft into the Norman web application and in the Batch programs * Modified all the procedures existing in Pro \*C to Java Stored Procedures in order make use of the services of PostalSoft * Responsible for the proof of concept for applying this solution. |
| **Start Date** | 10/14/2004 |
| **End Date** | 02/01/2005 |
| **Period** | 5 |
| **Team Size** | 6 |

1. **Quarterback MARS (Transco, Solihull)**

|  |  |
| --- | --- |
| **Description** | Following a challenging Regulatory settlement, Transco intends to reduce controllable operating costs by at least 25%. Through the drive for continuous improvement, ingenuity and the use of advancing technology, Transco believes cost reduction on this scale is attainable. QuarterBack5 has established to deliver radical cost reduction in Transco's field-force operations. This will be achieved through organization and process change enabled by the deployment of new mobile technology. MARS is suite of interconnected systems communicating with each other to collectively implement the overall MARS functionality. The nature of systems within MARS is disparate covering a wide spectrum of applications ranging from Asset Repository, Work Force Management to mobile content delivery system. For MARS project of the Quarterback program, there is a need to take into consideration what the data on that the various systems involved would be and how would the data be defined and/or gathered. The systems involved are Advantex, MIMS, SeeBeyond, Timesheets Application and Results & Readings. |
| **Role** | Performance Tester |
| **Operating System(s)** | UNIX, Windows NT |
| **Skills** | Oracle 8i, Lotus Notes, MS Office, ODBC, SQL \* LOADER, SQL\*Plus, vi, Java, XML, Rational Robot, LoadRunner |
| **Environment** | Oracle 8i, Advantex, MIMS, See Beyond, Rational Robot, XML, SQL, PL/SQL, SQL Loader, Java, MS Excel, MS Word |
| **Contribution** | * Worked on systems like Advantex, MIMS and the SeeBeyond integration layer of the MARS program. * Involved in the Asset Management and Metering areas of Transco’s business. * Conducted the performance testing for various releases * Developed automation scripts for regression testing using Rational Robot. * Develop a mechanism and scripts to regularly cleanse the data before migrating using Rational Robot. * Responsible for test data creation for various environments. * Involved in various discussions with Business to acquire the data for various testing, training and Production requirements**.** * Involved in Load testing of management reports prepared by the Business Intelligence team. |
| **Start Date** | 08/01/2003 |
| **End Date** | 10/13/2004 |
| **Period** | 14 |
| **Team Size** | 75 |

1. **Felix (World Fuel Services, Miami)**

|  |  |
| --- | --- |
| **Description** | The purpose of the Felix system is to capture and store marine fuel inquiries. To register an inquiry with Felix, a broker must enter inquiry details in multiple steps. The Felix system is flexible to allow the broker to save his/her inquiry details at any step and carry on from that step later. Stemming an inquiry also has multiple steps like that of inquiry registration. Felix also provides bunker price sharing information independent of register or stem an inquiry. |
| **Role** | Developer |
| **Operating System(s)** | Sun Solaris, Windows NT |
| **Skills** | Oracle 9i, JDeveloper, JMS, JNDI, Java Mail, MS Exchange Server, MS Office, PL/SQL, SQL\*Plus, vi, Enterprise Java Beans (EJB), JSP, Java-RMI, JavaScript, Oracle Application Server, Struts, Tomcat Web Server, HTML, Java, XML, CVS, OOAD, Oracle Designer 2000, Rational Robot, Rational Rose, SOFTWARE TESTING, SSAD, UML, Utilities |
| **Environment** | Sun-Solaris Release 5.5, Windows ‘NT 4.0, ORACLE 9i Work Group Server, Oracle 9i Application Server, CVS, JDEVELOPER, Rational Rose, Rational Robot and TOAD. |
| **Contribution** | * Responsible for all the releases and has been single point of contact related to the deliverables. * Responsible for managing the production environment. * Responsible for requirement gathering and designing of the system. * Responsible for creation and closing of requests for whole team in IPAT. * Involved in the considerable improvement in response times of various pages. * Designed an integration solution to gather financial information existing in different systems. * Designed and Developed a mailing component, Dashboard, Performance improvement solution, booking companies integration, Pricing solutions, Derivatives solution of Oil business into Felix, Server-side validation solution using AJAX, Daily / Weekly Recap Report using data from Oracle Financials. |
| **Start Date** | 07/15/2002 |
| **End Date** | 07/30/2003 |
| **Period** | 12 |
| **Team Size** | 8 |
| **Other Information** | 1) Successfully handled the responsibility of releasing of build's and interacting with the client in the absence of my Project Manager.2) During this tenure I proactively gave many technical presentations, developed some reusable components, presented a white paper, involved in development of a BP-WIPRO Web site (called ISTHMUS) for OIG. |