

## SHIRISH DIKKAR

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### SUMMARY:

- 12+ years of experience in software development.
  - Experience in all phases of software development including requirement/analysis, development, testing, support and performance tuning.
  - Experience on client side, server side and mobile software development.
  - Experience in JavaScript, Node js, React js, Angular js, GraphQL, Android, iOS, Java, Spring, Jenkins, Docker, Microservices, CSS, PHP, Python, Ruby on Rails, Google Cloud, Cloud Foundry, AWS, Gulp, Webpack, Flux, Redux.
  - Expertise in designing end-to-end solutions, executing and delivering.
  - Expertise with Agile process such as Standup, Sprint Planning, Sprint Review, Retrospective, Estimation, Entry 3-amigo, TDD, ATDD.
  - Partners within and across the team. Adjusts, adapts with team culture, people. Coaches and develops junior developers.
  - Drives performance, improves velocity, inspires loyalty. Resolves blocker. Owns most critical item of the project.
  - Experience with leading, motivating and energizing team. Manages team backlog with priorities. Experience in managing relationship with vendor. Selects talent, defines job description based on need.
  - Passionate about software development. Collaborates with Product Owner, Architect, App Owner. Quickly understands the business need and provides the innovative solution.
  - Degree in computer science engineering, where learned about core principle of software engineering such as operating system, database management, artificial intelligence and programming fundamentals.
  - Certified Scrum Master.
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### EXPERIENCE:

08/2017 to **JPMorgan Chase**  
Present **Consultant**

- **Voice / Speech Interaction Analytics with CallMiner** : Built application with Micro Frontend with Microservices architecture. Led architecture, design and implementation. Developed dashboard / charts, agent explorer, complex search, score view and administration functionality. Implemented ingesting text data such as email, complaint, complaints to executive office, social media data. Built customer journey, category trend. Exported data to other systems and to data warehouse. CallMiner product converts audio into text, score and categories call. Put together prototypes, presented to team and leadership. Primary Technologies : Node, Cassandra, ADFS, React, GraphQL, Cloud Foundry, Typescript, Jest and Testcafe.

- **Legal Hold** : Joined the team at the end of project. Finished development. Fixed sonar violation, upgraded app to newer version of tomcat, spring boot, bootstrap, optimized queries, worked on exception handling, http session handling issues. Setup load balancer and failover testing. Led and implemented dev-ops process as per the enterprises defined process. Coached support team. Knowledge transfer to support team for implementation and enhancement. Put together implementation plan for 1.0, 1.1, 1.2, 1.3 & 1.4 releases. Primary Technologies: Java, Spring, Cloud Foundry, MySql, jQuery, HTML5 and CSS.
- Partnered with Product Owner / customer to define product backlog. Partnered with Architects and vendor to finalize design. Finalized integration points and implementation approach. Partnered with Dev-ops to establish the standard build process with Jenkins and Docker. Partnered with App Owner for presentation with leadership. Partnered with team for successful project implementation. Defined job description for entry and mid-level development staff. Coached and developed team.

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07/2007 to 08/2017      **NATIONWIDE INSURANCE,**  
**FTE Senior Consultant**

- Nationwide Insurance Modernization : Technology Simplification by replacing the legacy policy administration systems with the deployment of an industry-leading packaged software solution.
- Nationwide Digital : Nationwide.com, Mobile app for Auto Policy, driver, vehicle and coverage screen.
- Nationwide Call Center : Built new application from requirement, development, testing to production support. Primary function, call flow mapping such as start new quote, service policy, take payment, cancel policy.
- Nationwide Agent Office : Built web based desktop portal for agency office. SSO for other application. Agency office access management.
- Nationwide Financial Retirement : Migration and screen changes for retirement plan for KY state from ING Direct to Nationwide retirement platform.
- Other projects : Agent commission application migration from .net to Java. Nationwide Claims application consolidate webview from seven different data sources.
- Product evaluation : Guidewire, Cisco Securent, IBM Phone Gap.
- Developer > Tech Lead > Scrum Master > People Leader > Architect.
- Technologies used : JavaScript, Node js, React js, Angular js, Android, iOS, Java, Spring, Jenkins, Docker, Microservices, CSS, PHP, Python, Ruby on Rails, Google Cloud, AWS, Gulp, Webpack, Flux, Redux. Struts, JSP.

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05/2004 to      **Oracle/Siebel Corporation,**

07/2007

**Programer Analyst**

- Developed product for Health Billing and customized this for the Coventry to manage invoices, payments, enrollments of the user, system and e-mails.
  - By the product within a single page, customers have the ability to have a consolidated view into their invoices thus providing Coventry with a strategic advantage over competitors.
  - By allowing customers to pay electronically online, Coventry will speed the payment process.
  - Customer Service Representative will have the ability to support users through impersonation or simply by viewing and adjusting invoices thus reducing overall support costs.
  - Followed RUP software development processes.
  - Analysis and design using UML.
  - Implemented business logic using command classes, spring & Session beans (used Session Facade pattern).
  - J2EE design patterns such as Session Facade, Service Locator, Singleton, and Data Transfer Objects that formed persistence framework.
  - Webservices to integrate application with Coventry's existing .net system.
  - SQL for CRUD operation on DB2 & SQL server.
  - Developed Invoice/Payment module, component to download (in csv format).
  - Developed ETL tool front end using Java Swing.
  - Deployed application in Unix environment.
  - Velocity template / macro (.vm) for paging / sorting.
  - Configured web logic server and JBoss server.
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09/2003 to  
04/2004

**CISCO**  
**Support Engineer**

- Advance services umbrella contains the many Cisco internal portals.
  - Some of the complex portals are ASAP (Advance services account portal) which is a complex application that manages the Cisco contract & account. ASRT (Advance services routing tool).
  - This portal allows scheduling the duties; VT (Virtual Training, Virtual Team).
  - This portal manages the teams for different skill from all theater & manages documents that require giving training to teams.
  - Implemented framework using the Model View Controller (MVC) Architecture.
  - Business logic processing is encapsulated within Session and Entity Beans.
  - Involved in design and development. Deployed application in Unix environment.
  - User training and documentation. Provided extensive pre-delivery support.
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05/2003 to  
09/2003

**CENTRAVIEW PROGRAMMER ANALYST**  
**Programmer Analyst**

- Project (<http://www.centraview.com>), which is a browser based CRM solution for small to mid-sized businesses.

- Customers will be able to purchase the software to run in any data center, or in a hosted environment.
  - Customers will be able to pay per concurrent user via a one time or subscription based model.
  - The software licensing will be controlled from CentraView managed license key servers.
  - Involved, in the preparation of system requirements, analysis and design using UML.
  - J2EE Design Patterns such as Session Facade, Service Locator, Singleton, factory pattern, and Data Access Objects that formed persistence framework.
  - Mainly involved in the development of common module like pagination, delete, duplicate, previous, next, first/ last page functionality using Struts 1.1.
  - Developed validation Framework.
  - Developed the Entity, Session Beans for all modules with business logic residing in workflow nodes.
  - Developed module contacts, calendar, email, groups.
  - Calendar module was developed using Tag library to display daily, weekly, monthly & yearly view.
  - Email module is developed using Java Mail API.
  - Timer Service to run the Cron to get and update the data from other system.
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01/2003 to  
05/2003

**AVENTIS PHARMACEUTICALS INC.**

**Programmer Analyst**

- Virtual Liaison which is a Knowledge Management product made for Pharmaceutical industries.
  - This product helps to capture and manage the knowledge across different therapeutic areas.
  - The data collected from these mediums is then used for making decisions and improving medicines.
  - This product is meant to be used by Key Opinion Leaders/ Thought Leaders who play big role in deciding the future of any medicine released.
  - Design using Rational Rose.
  - Developed the test plans.
  - Database packages, procedures and triggers using PL/SQL.
  - Developed the Reminder, Web link, CME link modules.
  - J2EE Design Patterns such as Session Facade, Service Locator, Singleton, and Data Transfer Objects that formed persistence framework.
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09/2002 to  
01/2003

**NATIONAL INFORMATICS CENTER**

**Software Consultant**

- Using Microsoft & Java/J2EE technology developed a couple of softwares for NIC for their internal use & for district level office.
- Technologies used are Visual basic, ASP , JSP , worked closely with other team.
- Integrated successfully J2EE server side application with client side VB application.

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12/2001 to  
08/2002

**SPACEEVER.COM**  
**Programmer Analyst**

- Website Building Solution that create web pages, the way client wants them, at a pace faster.
- At spaceever you not only choose a domain Name of your choice but also design a World Class Website in just a matter of minutes.
- This is a B to C portal.
- This project is divided into two parts first part is spaceever.com which is running on domain [www.spaceever.com](http://www.spaceever.com).
- This project follows standard MVC architecture, with Servlet, JSP, Java script playing a major role in controller and view module.
- Second part include CD product of spaceever.com, which provides offline web site development/upload tool.
- In CD product of spaceever.com it made use of Swing GUI development (Tree , Split pane , Tool bar ,Layered pane ,Spinner , Menu , Progress bar , Color chooser , File chooser , Frame , Buttons , Label , Tool tip ), XML (Dom, SAX API for XML parsing). XML file makes easy modification, fast development.
- Involved in data-modeling and database design using ERWin.

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08/2001 to  
12/2001

**ETH.NET, DISHNET DSL**  
**Programmer Analyst**

- ETH (Education to Home).This is a B to C portal.
- Built on Java/J2EE technology with business logic in PL/SQL.
- Extensively made use of oracle store procedure to implement business logic.
- Made use applet technology for better user experience.

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01/2001 to  
07/2001

**ONLINE EXAM**, India  
**Programmer**

- Built on Applet servlet communication through object.
- Allows user to choose topic and chapter.
- Answer & Explanation was provided at the end of test.
- Send the object containing question answer from server to Applet.
- After the exam the result is calculated on client machine.
- Applet makes use of card Layout on each card which contains one question with the options.
- Click on next & previous button shows next & previous card.
- AWT component used are (Frame, Buttons, Label, Tooltip, Combobox, and Radio buttons etc.).
- Servlet makes use of collection class to gets the random question
- Did design and development of data.

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08/2000 to

**JPEG-IMAGE-EDITOR**

01/2001

**Programmer**

- Product that provides the user with a friendly Image Editor (like paintbrush).
- This editor provides simple way to create an image. The image is saved as extension .jpeg.
- Editor builds using awt components (Button, Label, Radio Button, Menu etc.).
- Used the Graphics class with the methods drawRect (), drawOval (), drawLine (), setColor (), setFont ().