Dinesh Jayavelu

Project Manager / Solutions Architect

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Experience

Dinesh Jayavelu is an experienced IT professional with over 19 years in the industry, currently serving dual roles as a Project Manager at Cognizant and as a Solutions Architect at Fiserv. He specializes in Financial Services and Mainframe technologies, holding over 15 years of expertise in the Banking domain and more than 3 years in the healthcare domain. His background includes extensive experience in estimation, design, analysis, and solutions architecture, alongside 5 years in project management encompassing delivery management, resource management, and business development.

Education

Bachelor of Engineering in Computer Science and Engineering, Anna University, Chennai, India.

Core Competencies

- Solutions Architect
- Project Management
- Team Leadership and Mentoring
- Banking, payments, and cards domain

- Technical Lead
- Business Analyst
- Delivery & Resource Management
- Healthcare insurance

Skills

The skills include a range of programming languages and technologies such as COBOL, JCL, CICS, Assembler, REXX, DB2, VSAM, MQ Series, IBM AFP, Print Process, Connect Direct, NDM, HTML, XML, JSON, Python, JAVA, Power Automate, and Postman. The operating systems covered are OS/390, MVS, zOS, Windows, and UNIX. Various tools are utilized, including Endevor, CA-7, File-Aid, File Manager, Infoman, Xpeditor, Intertest, CA Products, Tuner, IBM AFP and Analyzer, Composition – CSF, HP Exstream Dialogue, OpenText, MessagePoint, Crawford Technologies, IDZ, IBM OnDemand, Connect Direct, NDM, SFG, and ACIF. IBM utilities such as IDCAMS, SORT, ICETOOL, and IEBGENER are also used. Development methodologies include Waterfall, Agile, Scrum, and Sprint Planning, with project management and collaboration facilitated through Jira. Additionally, cloud services and IntelliJ IDEA are part of the skill set, along with scripting using Windows batch scripts.

Employment History

Cognizant Technology Solutions Corporation
July 2006 – Present

Cognizant Experience	Client Experience	Geographical Experience
July 2019 - Present Cognizant Technology Solutions Project Manager	April 2009 – Present Fiserv (First Data) Solutions Architect	Sep 2024 – Present Fiserv Alpharetta, GA, USA
July 2013 – June 2019 Cognizant Technology Solutions Senior Associate	July 2006 – April 2009 United Healthcare Technical Analyst	August 2023 – August 2024 Fiserv Omaha, NE, USA
May 2010 – June 2013 Cognizant Technology Solutions Associate – Projects		Mar 2021 – July 2023 Fiserv Mississauga, ON, Canada
July 2006 – April 2010 Cognizant Technology Solutions Programmer Analyst		May 2016 – Feb 2021 Fiserv Omaha, NE, USA
		July 2012 – April 2016 Cognizant Technology Solutions Chennai, Tamil Nadu, India
		May 2011 – June 2012 Fiserv Omaha, NE, USA
		July 2006 – April 2011 Cognizant Technology Solutions Chennai, Tamil Nadu, India

Cognizant Technology Solutions

Role: Project Manager July 2019 - Present

As the Project Manager at Cognizant Technology Solutions, Mr. Dinesh Jayavelu is responsible for managing the deliverables and responsibilities of both direct and indirect employees. His role includes participating in resource hiring and onboarding, overseeing resource invoicing activities, contributing to client proposals, reviewing and approving resource timesheets, facilitating contract extensions and initiations, conducting monthly contract billing reviews, approving revenue, managing leave requests, conducting performance reviews, leading feedback discussions, facilitating appraisals, setting goals, and planning role development.

Professional Experience

Client - Fiserv (First Data Applications) - April 2009 – Present
Role: Technical Lead

CLIENT DESCRIPTION:

Fiserv makes it possible for businesses and consumers to move money and information with convenience, efficiency and security. Fiserv - Application Management acts as an interface between the Cardholder banks, Cardholder and the Merchant banks. Each transaction that happens through the card is dealt by Fiserv FS Application Management system. Fiserv FS - Application Management has enabled 1,400 card issuers worldwide to better serve their customers and capitalize on the market potential of Card-based services. They have partnered with major financial institutions, enabling merchants to accept electronic payments easily and securely.

A. PROJECT PROFILE:

Project Title	Fiserv – Output Solutions
Duration	09/01/2018 – Till Date
Location	2900 Westside Pkwy, Alpharetta, GA, USA - 30004 6855 Pacific Street, Omaha, NE, USA – 68106
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP
Programming Languages	COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, Java, Python, Postman, Windows script, IBM AFP, IBM utilities, NDM, Connect direct, SFG, Power Automate and REXX.

PROJECT DESCRIPTION:

Fiserv Credit processing - Letters Application deals with both maintenance and enhancements of the cardholder Letters and Statements process for many clients, Also This project involves with Merchant statement processing as well. This project deals with the design and implementation of major regulatory changes in Credit Card and Merchant industry defined by the US Govt. A combination of legacy technologies like COBOL, JCL, VSAM, DB2, CICS, Assembler and REXX are utilized in Letters / Statement process for various Banks and Merchants.

As an Onshore Project lead / Architect, Mr. Dinesh Jayavelu is responsible for the maintenance and enhancement to Fiserv FS Letters Application processing system. His knowledge in COBOL, JCL, VSAM, DB2, CICS, Assembler and previous project experience helped him greatly to understand the Credit Card Processing Application and Business. He is also responsible for estimation, analysis and design of the new requirements and enhancements. He is also responsible for imparting the domain and technical knowledge to the new entrants and to lead & guide the fellow team members in output solutions team.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

- Project lead with a team size of 15
- Analyzing and understanding client requirements, providing high-level estimations and solutions based on those requirements, and performing impact analysis to propose and review specifications.
- Preparing design documents and various technical and functional documentation in accordance with specifications.
- Overseeing coding, unit testing, and reviewing development and maintenance projects.
- Estimating, scheduling, and tracking work items to ensure timely delivery and adherence to project timelines.
- Coordinating and facilitating communication between offshore and onsite teams while managing deliveries from offshore and overseeing resource management.
- Interacting with clients daily to provide updates on support-related activities, as well as preparing weekly status reports and presenting during client weekly and monthly calls.

- Participating in quality inspection meetings to ensure high quality and productivity, adhering to quality processes by recording and reporting metrics, managing resources, and ensuring compliance with billing procedures.
- Supporting implementation during integration testing and client acceptance testing, as well as providing production implementation support and monitoring various products.
- Preparing quality inspection details and supporting Quality Inspection (QI), along with providing support for tuning and system efficiency.
- Engaging in various performance improvement and automation tasks, bringing forth new process improvement and tuning ideas using automation tools, and implementing and supporting automation initiatives.
- Addressing run-the-business issues and queries while ensuring productive communication between stakeholders.
- Adherence to Quality processes recording and reporting metrics, resource management and billing

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ Series, Java, Windows script, NDM, Connect direct, SFG and REXX..
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor, Custom Statement Formatter Software, OpenText Exstream Dialogue Software, Message Point and Crawford Technologies.

B. **PROJECT PROFILE:**

Project Title	Fiserv – Decisioning Application
Duration	07/15/2016 – 08/31/2018
Location	6855 Pacific Street, Omaha, NE, USA - 68106
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP
Programming Languages	COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, and REXX.

PROJECT DESCRIPTION:

Fiserv Credit processing - Decisioning Application deals with both maintenance and enhancements of the cardholder Decisioning process for many clients. This project deals with the design and implementation of major regulatory changes in Credit Card industry defined by the US Govt. A combination of legacy technologies like COBOL, JCL, VSAM, DB2, CICS, Assembler and REXX are utilized in Decisioning process for various Banks.

As an Onshore Project lead / Architect, Mr. Dinesh Jayavelu is responsible for the maintenance and enhancement to FDFS Decisioning Application processing system. His knowledge in COBOL, JCL, VSAM, DB2, CICS, Assembler and previous project experience helped him greatly to understand the Credit Card Processing Application and Business. He is also responsible for estimation, analysis and design of the new requirements and enhancements. He is also responsible for imparting the domain and technical knowledge to the new entrants and to lead & guide the fellow team members in Decisioning team.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

- Project lead with a team size of 15
- Analyzing and understanding client requirements, providing high-level estimations and solutions based on those requirements, and performing impact analysis to propose and review specifications.
- Preparing design documents and various technical and functional documentation in accordance with specifications.
- Overseeing coding, unit testing, and reviewing development and maintenance projects.

- Estimating, scheduling, and tracking work items to ensure timely delivery and adherence to project timelines.
- Coordinating and facilitating communication between offshore and onsite teams while managing deliveries from offshore and overseeing resource management.
- Interacting with clients daily to provide updates on support-related activities, as well as preparing weekly status reports and presenting during client weekly and monthly calls.
- Participating in quality inspection meetings to ensure high quality and productivity, adhering to quality processes by recording and reporting metrics, managing resources, and ensuring compliance with billing procedures.
- Supporting implementation during integration testing and client acceptance testing, as well as providing production implementation support and monitoring various products.
- Preparing quality inspection details and supporting Quality Inspection (QI), along with providing support for tuning and system efficiency.
- Engaging in various performance improvement and automation tasks, bringing forth new process improvement and tuning ideas using automation tools, and implementing and supporting automation initiatives.
- Addressing run-the-business issues and queries while ensuring productive communication between stakeholders.
- Adherence to Quality processes recording and reporting metrics, resource management and billing

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

Following Technologies used during tenure of this project.
- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ Series, AFP and REXX.
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor.

DURATION OF THE PROJECT:

25 Months

C. **PROJECT PROFILE:**

Project Title	Fiserv – Level 2 - Application cycle support
Duration	05/01/2016 – 07/15/2016
Location	6855 Pacific Street, Omaha, NE, USA - 68106
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP
Programming Languages	COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, and REXX.

PROJECT DESCRIPTION:

This application deals with both maintenance and support work of the Credit applications under FDFS for many clients. This project deals with the 24 hours production and client acceptance testing cycle support for current credit applications under First Data Financial Services and implementation of minor regulatory changes in Credit Card industry defined by the US Govt. A combination of legacy technologies like COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, and REXX are utilized during Maintenance and support work on credit applications for various Banks.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

As an Onshore Team lead, Mr. Dinesh Jayavelu is responsible for the maintenance and support work for various credit application under Fiserv (First Data financial services). His knowledge in COBOL, JCL, VSAM, DB2, CICS, Assembler and previous project experience helped him greatly to understand the Credit Card

Processing Application and Business. He is responsible to be on call for credit applications production and client testing cycle and he is also responsible to monitor and make sure SLA met for each credit applications. He is also responsible to prepare report and metrics on daily and weekly basis to higher management. At same time, he is responsible for performance tuning and process improvement tasks based on his knowledge in process and REXX tools. He is also responsible for imparting the domain and technical knowledge to the new entrants and to lead & guide the fellow team members in statements team.

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

Following Technologies used during tenure of this project.
- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ Series, AFP and REXX.
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor.

DURATION OF THE PROJECT:

3 Months

D. **PROJECT PROFILE:**

Project Title	Fiserv – Non-Monetary Application
Duration	09/15/2014 – 04/30/2016
Location	Cognizant Technology Solutions, Chennai, India
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP
Programming Languages	COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, and REXX.

PROJECT DESCRIPTION:

This Application deals with both maintenance and enhancements of the cardholder Non-monetary posting process for many clients. This project deals with the design and implementation of major regulatory changes in Credit Card industry defined by the US Govt. A combination of legacy technologies like COBOL, JCL, VSAM, DB2, CICS, Assembler and REXX are utilized in posting process for various Banks.

As an Offshore Project lead, Mr. Dinesh Jayavelu is responsible for the maintenance and enhancement to FDFS Non-Monetary Application processing system. His knowledge in COBOL, JCL, VSAM, DB2, CICS, Assembler and previous project experience helped him greatly to understand the Credit Card Processing Application and Business. He is also responsible for estimation, analysis and design of the new requirements and enhancements. He is also responsible for imparting the domain and technical knowledge to the new entrants and to lead & guide the fellow team members in non-monetary team.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

- Project lead with a team size of 6
- Analyzing and understanding client requirements, providing high-level estimations and solutions based on those requirements, and performing impact analysis to propose and review specifications.
- Preparing design documents and various technical and functional documentation in accordance with specifications.
- Overseeing coding, unit testing, and reviewing development and maintenance projects.
- Estimating, scheduling, and tracking work items to ensure timely delivery and adherence to project timelines.
- Coordinating and facilitating communication between offshore and onsite teams while managing deliveries from offshore and overseeing resource management.

- Interacting with clients daily to provide updates on support-related activities, as well as preparing weekly status reports and presenting during client weekly and monthly calls.
- Participating in quality inspection meetings to ensure high quality and productivity, adhering to quality processes by recording and reporting metrics, managing resources, and ensuring compliance with billing procedures.
- Supporting implementation during integration testing and client acceptance testing, as well as providing production implementation support and monitoring various products.
- Preparing quality inspection details and supporting Quality Inspection (QI), along with providing support for tuning and system efficiency.
- Engaging in various performance improvement and automation tasks, bringing forth new process improvement and tuning ideas using automation tools, and implementing and supporting automation initiatives.
- Addressing run-the-business issues and queries while ensuring productive communication between stakeholders.
- Adherence to Quality processes recording and reporting metrics, resource management and billing

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

Following Technologies used during tenure of this project.
- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ Series, AFP and REXX.
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor.

DURATION OF THE PROJECT:

19 Months

E. **PROJECT PROFILE:**

Project Title	Fiserv – Cardholder Statements
Duration	11/04/2009 – 15/09/2014
Location	Cognizant Technology Solutions, Chennai, India and Fiserv, Omaha (5/01/2011 – 6/30/2012)
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP
Programming Languages	COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ, INTERTST, File Manager, Endeavor, and REXX.

PROJECT DESCRIPTION:

This project deals with both maintenance and enhancements of the cardholder statement process for many clients. This project deals with the design and implementation of major regulatory changes in Credit Card industry defined by the US Govt. A combination of legacy technologies like COBOL, JCL, VSAM, DB2, CSF, Dialogue and REXX are utilized in posting process for various Banks.

As an Offshore and Onshore Project lead, Mr. Dinesh Jayavelu is responsible for the maintenance and enhancement to FDFIS Statements processing system. His knowledge in COBOL, JCL, VSAM, DB2, CSF, Dialogue and previous project experience helped him greatly to understand the Credit Card Processing Application and Business. He is also responsible for estimation, analysis and design of the new requirements and enhancements. He is also responsible for imparting the domain and technical knowledge to the new entrants and to lead & guide the fellow team members in statements team.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

- Analyzing and understanding client requirements, providing high-level estimations and solutions based on those requirements, and performing impact analysis to propose and review specifications.

- Preparing design documents and various technical and functional documentation in accordance with specifications.
- Overseeing coding, unit testing, and reviewing development and maintenance projects.
- Estimating, scheduling, and tracking work items to ensure timely delivery and adherence to project timelines.
- Coordinating and facilitating communication between offshore and onsite teams while managing deliveries from offshore and overseeing resource management.
- Interacting with clients daily to provide updates on support-related activities, as well as preparing weekly status reports and presenting during client weekly and monthly calls.
- Participating in quality inspection meetings to ensure high quality and productivity, adhering to quality processes by recording and reporting metrics, managing resources, and ensuring compliance with billing procedures.
- Supporting implementation during integration testing and client acceptance testing, as well as providing production implementation support and monitoring various products.
- Preparing quality inspection details and supporting Quality Inspection (QI), along with providing support for tuning and system efficiency.
- Engaging in various performance improvement and automation tasks, bringing forth new process improvement and tuning ideas using automation tools, and implementing and supporting automation initiatives.
- Addressing run-the-business issues and queries while ensuring productive communication between stakeholders.

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

Following Technologies used during tenure of this project.
- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, CICS, Assembler, MQ Series, AFP and REXX.
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor.

DURATION OF THE PROJECT:

63 Months

Client - UnitedHealthcare Insurance July 2006 - April 2009

Role: Senior Programmer Analyst

CLIENT DESCRIPTION:

United Healthcare provides health care coverage and benefits services. Through United Healthcare and Optum, provide medical benefits to people residing in all 50 states in the United States and more than 125 other countries. Nearly 260,000 people worldwide power UnitedHealth Group with their entrepreneurial spirit and commitment to quality. UnitedHealth Group invests nearly $3.2 billion annually in technology and innovation. We process more than 750 billion digital transactions annually. UnitedHealth Group's workforce includes 30,000 physicians and nurses focused on helping people live healthier lives. Unique skills in collecting, managing and analyzing data; and the capability to translate data into actionable information.

A. **PROJECT PROFILE:**

Project Title	United Healthcare – Uniprise TOPS
Duration	07/24/2006 to 04/10/2009
Location	Cognizant Technology Solutions, Chennai, India
Hardware	S-390, IBM PC Compatibles
Operating Systems	OS/390, MVS, Windows 9x/2000/XP

Programming Languages	COBOL, JCL, VSAM, DB2, MQ series and CICS

PROJECT DESCRIPTION:

TOPS (The Online Processing System) is involved in Auto adjudication process. Auto adjudication is the process of processing the claims that have proper and enough information for payment/pending without requiring manual intervention. Multiple AA Engines (20) are used to process claims from different geographical area. Claims that cannot be auto adjudicated or partially adjudicated by AA are to be processed manually by TOPS processors using TOPS Online System. TOPS Batch consolidates and feeds final claim information to the downstream applications. It generates the Medical Payments Record which contains all the information about the Patient, Provider, and kind of Claim etc.

ROLES AND RESPONSIBILITIES IN THE PROJECT:

As a Programmer Analyst for the TOPS processing system, Mr. Dinesh Jayavelu was responsible for:
- Analyzing and understanding client requirements to implement new enhancements and development.
- Preparing unit test plans and testing details.
- Reviewing enhancement and development work on various application products.
- Providing support during integration testing and client acceptance testing, as well as during production implementation and monitoring of various products.
- Preparing quality inspection details and supporting Quality Inspection (QI).

In addition, he was involved in the maintenance and enhancement of the TOPS processing system, focusing on analysis, design, and estimation for new requirements. He utilized technologies such as COBOL, JCL, CICS, DB2, VSAM, and MQ Series in combination with internal tools like Q-view, E-Tracker, and Q-Smart for software quality assurance activities. His extensive knowledge of the application enabled effective support during the System Integration Testing and User Acceptance Testing processes, ensuring top-quality deliverables from Cognizant to the client.

TECHNOLOGIES USED IN THIS PROJECT AND THE EXPREINCE IN USING THEM:

Following Technologies used during tenure of this project.
- Programming languages like Programming languages/Frameworks: COBOL, JCL, VSAM, DB2, MQ series and CICS.
- Also, Tools and Software's like InterTest, File Manager, Endeavor, FileAid, Expeditor.

DURATION OF THE PROJECT:

33 Months