SELVI AM

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Availability to join - Immediate

Technical Summary:

4+ Years of experience as Java Developer and Senior Technical support Analyst. Exceptional ability to build productive relationships with colleagues, clients, and vendors across all functional and technical disciplines.

Technical Skills:

Programming Languages:	Java/J2EE (JDK 1.8)
Technologies:	Spring (2.5, 3.x), Hibernate (3.x, 4.x), Microservices,Restful Web Services, XML,Maven,JavaScript, JSP, Servlets, JQuery,JDBC
Database:	Oracle (11g)
Web/Application Servers:	Apache Tomcat (7.x)
Unit Testing:	JUnit
Tools:	Eclipse (2.x, 3.x, 4.x), NetBeans, GIT, Altova XML Spy, Apache Ant
Domain Experience	Travel, Insurance , Telecommunication

Professional Experience:
IBM INDIA PVT LTD   **March 2019 – August 2023**

Project 1:
AT&T, JAVA developer, Chennai   **Aug 2019 – Dec 2022**
Responsibilities:
- Developed modules in JAVA/J2EE, Spring Framework 3.2, and Hibernate
- Created several Exception classes to catch the error for a bug free environment
- Database layer is implemented using Oracle
- Implementation of REST for transfer of content
- Implemented Service Oriented Architecture by developing Java web services using WSDL, UDDI and SOAP
- Used XSL/XSLT for transforming and displaying reports. Developed Schemas for XML

Environment: Eclipse IDE, Core Java, J2EE, Servlets, JSP, Maven, Hibernate, Toad, Oracle, XML and XSL(XSLT),JUNIT

Project 2:
Star Health Insurance, Senior Technical support Analyst   **Jan 2023 – July 2023**
Responsibilities:
- **Handled policy-related questions, billing inquiries, and claims status updates.**
- **Prioritized and escalated complex or critical issues to higher support levels or specialized teams.**
- **Record customer interactions and maintain detailed, accurate logs of support tickets.**
- **Assist customers in understanding their insurance policies, including coverage details, deductibles, and premiums.**
- **To guide customers through the claims process, including the submission of claims documentation**
- **Meet SLAs for response times, issue resolution, and customer satisfaction.**

Academic Qualifications:

BE in Computer Science in May 2017 from ACCET, Karaikudi with 7.2 CGPA