**Email:** [megasundaraj@gmail.com](mailto:megasundaraj@gmail.com)

**Mobile:** +91 988 441 3629

**Professional Synopsis**

* Having 13+ years of IT experience as a Senior Developer in mainframe technologies and Subject Matter Expert of Global IT competency in the areas of System Analysis, Development and Maintenance Support.
* Has good exposure to **Insurance,** **Healthcare** and **Banking** industry processes & practices and possess an overall knowledge of the Domain systems and its functions
* Experienced in business application development with Analysis, Design, Development, Researching the incidents and Maintenance.
* Extensive experience in requirement elicitation, authoring user stories, story mapping, functional and business requirement document, stakeholder management, prioritization, story points estimation and delivery.
* Having significant experience in working with End Customers, Project Managers and Various Technical Teams for securing & executing concurrent projects and worked extensively for developing solutions and development in the Insurance vertical for reputed clients.
* I will be working with sprint team to maintain/handle the Rally board to create story, update tasks, sub tasks. Also, will handle story grooming sessions along with customer and business stake holders to complete the requirements within the sprint plan.
* Will take complete Team ownership of the development and code review and assure the timely delivery of the deliverables without any slippage in quality.
* Thorough understanding of software development life cycle - both **agile** and **waterfall** methodologies
* Work closely with other groups like product, business analyst, quality assurance, and project management resources throughout delivery of solutions.
* Involved in the process of Release deployment activities.
* Key strengths include good communication skills, Insurance domain knowledge, project management skills, analytical skills, and ability to learn on the job.

**Qualifications**

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| **Degree and Date** | **Institute** | **Major and Specialization** |
| Bachelor of Engineering (B.E), May 2008 | Jerusalem College of Engineering, Chennai | Computer Science Engineering (87%) |
| Higher Secondary Education, March 2004 | S.R.G.D.S Matriculation Higher Secondary School, Tiruvannamalai | Mathematics, Physics, Chemistry & Biology (88%) |
| High School, April 2002 | M.I.H Matriculation Higher Secondary School, Tiruvannamalai | 81% |

**Technical Expertise**

Below is a list of important hardware, software products, tools and methods that I have worked with.

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| **Operating Systems** | Windows, Mainframes (z/OS), Unix |
| **Languages** | COBOL, VAX VMS, PL1, JCL, SAS, REXX, Java, C , C++ |
| **Database** | DB2, VSAM, SQL |
| **Tools & Utilities** | ChangeMan, Endevor, File-Aid, CA-7, SPUFI, QMF, File Manager, HPSM, Cherwell, ServiceNow, Zendesk, AQT, Informatica |
| **QT** | MS Office Suites |

**Achievements**

* Spot achiever award in IBM India PVT Limited (Marsh Account) - Fixing the bug in the code during production issue which have been appreciated by the client during the client visit in IBM VMS Account
* Associate of the Quarter (AOQ) & Associate of the month (AOM) Award in Cognizant (Healthnet Account) – For defect free deployments done in Healthnet account.
* Champion Award in Cognizant- Outstanding contribution to Cognizant by training fresher through Initial Learning Program
* Completed IBM DB2-730 certification & SCJP Certification
* Secured 28th University Rank in Engineering

**Project Assignments in Cognizant** *(In reverse chronological order):*

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| **1.** | **Project Name:** Agent Commission Exchange (ACE) |
| **Type of Project** | Development |
| **Client** | Farmers Insurance Group |
| **Role & Duration** | Lead (Jun’22 – Till date) |
| **Organization** | Cognizant Technology Solutions |
| **Responsibilities** | The following responsibilities were taken care as a Project Lead in addition to the team member’s responsibilities in development project:   * Development, testing and supporting of the various applications involved in the project. * Preparing the Design Document, Analysis Document, Estimation Document, Test Cases and Test Reports. * Worked on many service requests involving all the applications in the project. * Code Changes for the new Business Requirement in Current Production. * Adhere to Quality process of IBM and ensured the same while delivering the work requests. * Taking part in meetings with Client and IT SME to understand the functional requirements and identify the feasibility of the project. * Resolved the Tickets that comprises of problems, issues and bugs raised by the clients. |
| **The Project** | Agent Commission Exchange is a web-based application with a centralized data store used by Farmer’s marketing & accounting personnel to service Exclusive and Independent Agents. Cognizant team will provide ACE Production support, Lights on and Maintenance activity for Farmers Insurance Group, as part of Zurich Financial Service Group. |
| **OS used** | Windows, IBM OS390 |
| **Languages** | COBOL, JCL, VSAM, IBM DB2 |
| **Special Software** | Informatica Power center, Rally, SQL Server, AQT, Xpeditor, Endevor, File Aid, CA7, Soap UI |
| **Work Location** | Coimbatore, India |

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| **2.** | **Project Name:** Risk Servicing Incident Response Team (RS IRT) |
| **Type of Project** | Production Support / Minor Enhancements |
| **Client** | North-western Mutual |
| **Role & Duration** | Lead (Jan’19 – May’22) |
| **Organization** | Cognizant Technology Solutions |
| **Responsibilities** | The following responsibilities were taken care as a Project Lead in addition to the team member’s responsibilities in development project:   * Leading the production support and minor enhancement team (L2 and L3) having Mainframe, Java and Dot Net technologies * Review the coding and enhancement done by the peers in my team * Key contribution to critical Client organizational level migrations or change overs * Interaction with Onsite on project deliverables * Taking care of Business issues, handling critical P1/P2 issues in bridge calls * Preparing monthly metrics and presenting the monthly Governance report to Customers * Coordinate and execute Client visits * Coordination of New Product Rollout developed by 500+ developers within Risk Servicing from implementation * Planning, discussion, monitoring and support during new product Release, Post Product Defect calls, Ticket Triaging * Key contribution and handling of Scheduler migration by analysing 842 jobs and highlighting risks and discrepancies and ensured smooth migration * Initiate and execute the Debt Exercise within Risk Servicing and brought down the ticket count from 100 to less than 10 by eliminating repeated tickets through permanent fix and left shift * Release Management Coordinator for all releases in Risk Servicing |
| **The Project** | Northwestern Mutual is one of the leading Insurance Companies based in North America and was ranked as No 1 Best Life Insurance Company by NerdWallet in 2020. The company is 163 years old which paid $4.8B to claims in 2018. Also, rated as “AAA” which is the highest financial strength ratings from all four major credit rating agencies in North America.  RS IRT Team focuses on resolving Incidents reported by users and Auto-Tickets caused by Job failures or auto alerts generated from the system. RS IRT Team also works on Problem tickets which could be Business prioritized, existing bugs identified, PMs created from top recurring incidents and on Service requests which could be reporting requests from Business or queries from Business. |
| **OS used** | Windows, IBM OS390 |
| **Languages** | PL/1, JCL, DB2, VSAM |
| **Special Software** | File-Manager, ChangeMan, SOAP UI, POSTMAN, HPSM, Cherwell, ServiceNow V2.0, Zendesk, CA7, Control-M |
| **Work Location** | Coimbatore, India |

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| **3.** | **Project Name:** HN ABS Portfolio |
| **Type of Project** | Development |
| **Client** | Healthnet |
| **Role & Duration** | Developer/Lead (Feb’14 – Dec’18) |
| **Organization** | Cognizant Technology Solutions |
| **Responsibilities** | The following responsibilities were taken care as a Project Lead in addition to the team member’s responsibilities in development project:   * Worked in Encounter Modernization/Claims projects and developed many new programs * Design walkthrough and getting approval from the clients * Effort estimation for the approved requirements * Scheduling the work requests for the team * Review the coding and enhancement done by the peers in my team * Review Requirement Traceability Matrix, Unit Test Document and Unit Test Results * Interacting with Onsite on project deliverables * Managing Production installs |
| **The Project** | Automated Business System Portfolio (ABS) is Healthcare’s internal and core system which manages member, group, broker, provider and claims information supporting California & Oregon Claim Production Units. ABS Portfolio consists of the core modules such as Membership/Eligibility, Finance (Billing), Claims, Provider and Benefits. Membership/Eligibility system maintains member, group information who are enrolled in ABS system. Finance System take care of all the money related day to day business processing. Finance provides support for the Health Net Cash Receipts, Membership Accounting (Billing/Collections) & Broker Commissions & Relations Departments.  ABS system supports Claims processing for the Western region i.e., CA, OR and WA states. ABS Claims system comprises of Claims pre-processing, Adjudication (Auto/Manual), Payment processing (including EFT, Checks and Remittance Advices), EOBs and Correspondence letters and Reporting.  Below are the major projects worked in Healthnet.   * **Encounter Modernization Phase 3, 4 & Phase 5**   + 1. The Main purpose of this project is to identify duplicate encounters based on frequency codes and reject it with new sets of error codes. To identify Adjustments, Replacements & Void encounters based on frequency codes and update the member cost share accordingly for the members in ABS accumulator files. To set cost share amount to zero for tribal members who have EHB service based on the conditions stated.     2. To set indicators for Amount fields to ensure actual dollar amounts provided by submitter for both professional & Institutional ACA encounters are properly utilized.     3. To enhance the system to support the ACA CSR and 3R program requirements for encounters and to make sure that all required data is available for reporting purposes as requested by business. Systematically support Cost Share Reduction (CSR) functionality and reporting for all encounters stored in the DW * **ACA Cost Share Reduction (CSR)**   + 1. The CSR Program in Health Net is aimed in deriving the cost share subsidy for ACA plans. The program systematically supports Cost Share Reduction (CSR) functionality and reporting of all medical ACA claims. Estimates member cost share for ACA members and apply in ABS Accumulators. * **SB137 – Providers Directory**   + 1. To update the panel status information for specialist (physicians) based on the business logics in various provider extracts. The extracts will be sent to downstream systems for displaying it in the web. * **Regional Center (RC) & CCS Indicators, Reporting & Letters**   + 1. To identify members that have CCS/GHPP services and regional center services and provide this information to provider groups in a Letter format |
|  | Windows, IBM OS390 |
| **Languages** | Open VMS, DCL, COBOL, BASIC, RDB, JCL, VSAM, DB2 |
| **Special Software** | File-Manager |
| **Work Location** | Coimbatore, India |

**Project Assignments in IBM India Pvt Limited**

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| --- | --- |
| **1.** | **Project Name:** Visa Merchant System **-** Credit Card Enhancements |
| **Type of Project** | Development |
| **Client** | TD Bank |
| **Role & Duration** | Developer (Nov’12 – Jan’14) |
| **Organization** | IBM India Pvt Limited, Chennai |
| **Responsibilities** | The following responsibilities were taken care as part of this project.   * Worked on the complete life cycle of the project from Requirements gathering to delivering the code to UAT * Creation of new tables * Design, coding and unit testing of new COBOL-DB2 programs * Preparing status trackers, CM workbook, work order tracker * Design, code walkthroughs with the client * SIT, UAT, Implementation support activities Ensured end to end testing to deliver the projects with zero code defects * Handled weekly calls directly with the client and worked technically hand in hand with the business requirements |
| The Project | The major functionality of Visa Merchant Systems application deals with the Point-of-Sale transactions that are carried out by the Consumers (credit/debit) of TD Bank at various merchants authorized by TD and explains how the merchants are added to the system, merchant payment process, and billing process. |
| **OS used** | IBM OS390 |
| **Languages** | Cobol, JCL, VSAM, SAS |
| **Special Software** | INSYNC, Endevor, CA7 |
| **Work Location** | Chennai, India |

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| **2.** | **Project Name:** Marsh Eurosys |
| **Type of Project** | Development |
| **Client** | Marsh Belgium |
| **Role & Duration** | Developer (May’09 – Oct’12) |
| **Organization** | IBM India Pvt Limited |
| **Responsibilities** | The following responsibilities were taken care as a Developer:   * Development, testing and supporting of the various applications involved in the project. * Preparing the Design Document, Analysis Document, Estimation Document, Test Cases and Test Reports. * Worked on many service requests involving all the applications in the project. * Code Changes for the new Business Requirement in Current Production. * Adhere to Quality process of IBM and ensured the same while delivering the work requests. * Taking part in meetings with Client and IT SME to understand the functional requirements and identify the feasibility of the project. * Resolved the Tickets that comprises of problems, issues and bugs raised by the clients. |
| **The Project** | Marsh is the leading Insurance broking firm helps the clients to choose the appropriate risk carriers (Insurance Company) and policy for their needs. Marsh will collect the premium from the clients and send it to corresponding carriers (Carriers will provide the commission to Marsh). This covers Contract Creation, Client Creation, Claims Management, Managing sub-agent and Third parties, accounting application maintenance. |
| **Operating System** | Windows, IBM OS390 |
| **Languages** | Cobol, JCL, VSAM |
| **Work Location** | Chennai, India |

**Personal Details**

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| **Date of Birth** | October 8, 1986 |
| **Sex** | Female |
| **Father’s Name** | Mr. A. Sundarraj |
| **Nationality** | Indian |
| **Passport Details** | Passport Number : U5087359  Issued place : Coimbatore  Validity : Feb 24,2020 through Feb 23,2030 |

**Self-Declaration**

I hereby declare that the information given in this resume is correct to the best of my knowledge.

**Place:** Coimbatore

**Date: (**Manimegalai)