**DINESH M**

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**Professional Summary**

* 16 years of experience in design, development, deployment of Web application, desktop application and Microservice
* Strong experience in Microsoft Technology Stack
* Strong in Analytical, Problem Solving and Object-Oriented Programming skills
* Strong Individual Contributor with good at Analytical, Problem Solving and Object-Oriented Programming skills
* Expertise in end-to-end execution of projects with in-depth knowledge of all the phases of SDLC
* Ability to learn the latest technologies and adapting towards working with the same in a short span of time
* Hands on experience in implementing application security based on the principles of OWASP
* Worked in both agile and waterfall model with 100% customer satisfaction, as well hands on experience in driving agile ceremonies
* Managed development and support teams, ensured on-time delivery with no defects and escalations

**Technical Summary**

* **Languages**: C#, VB.Net, Visual Basic, JavaScript
* **Frameworks**: .Net Core, .Net, Asp.Net MVC, Entity Framework 6.0, Microservice
* **Database**: Microsoft SQL Server
* **Cloud**: Azure, GCP
* **Web Services**: Web API, WCF
* **Code Versioning and Management Tools**: Git, TFS, SVN
* **Reporting Tools:** Crystal Reports11, SQL Reporting Services
* **Other Tools**: SoapUI, Postman, Splunk, DevExpress, SSIS

**Work History**

**TECHNICAL LEAD** **05/2017 to Current**

**Cognizant** – Bengaluru, India

**Magic Selling Application**

**Client:** Macy's/Bloomingdale's

Asp.Net Core, C#, SQL Server, MVC, Microservice, Web API, Azure, SoapUI, Git, Jira

This application is used by customer service associates of Macy's/Bloomingdale's in which associates can place, modify, track or cancel orders to handle increasing Omni channel growth rates which required aligning call center technologies to support initiatives essential for providing outstanding customer service.

This application also allows the associates to view the Salescheck details and prop a/c information to issue returns, exchanges, change delivery date/delivery method, applying promo codes and gift cards. This application will be leveraging on external as well internal services.

**Macy’s Interactive Voice Response (IVR)**

**Client: Macy’s and Bloomingdale’s**

Asp.Net, C#.Net, SQL Server, MVC, WCF, Web API, SoapUI, Git, Jira

IVR is the automated telephone system that allows the callers to self-service and transfers them to an agent. IVR gathers the required information and routes the calls to particular appropriate area like Retail, Credit. If it is retail IVR will route the call to enable the caller to place an order, cancel order, return order, to get the order details, delivery details etc., if it is Credit, system will route the call to Credit area to enable to caller to get Account details, Payment details, Credit Card details. IVR is integrated with Macy’s applications like MSA, FBCS, MCAT etc., to receive the calls by respective agents.

**Role:**

* Involved in requirements gathering, designing, coding, unit testing and documentation
* Closely worked with clients, business analyst and onsite coordinators
* Managing and mentoring team of 6 developers and coordinating with testing team
* Assisting support team for attending Incidents and Service Task
* Driving Agile ceremonies like Standup call, Grooming as well Retrospective meeting

**ASSOCIATE TECHNICAL ARCHITECT 06/2014 to 09/2016**

**SysInformation Healthcare India Pvt Ltd –** Mysore India

**ACO Information and Analysis System (AIAS)**

**Client:** Loop 360 Healthcare Solutions

**ASP.NET 4.5, DevExpress, MVC 5.0, C#, WCF, SQL Server 2012, AngularJS**, **JQuery, Mirth, Entity Framework 6.0**

AIAS web interface is a method of data submission that incorporates same characteristics and methods from CMS demonstration projects, including the physician group practice demonstration for large ACO practices and the Medicare management performance (MCMP) demonstration for solo to medium sized practices. More importantly it is another version of the portal that is currently used in the PQRS GPRO. Important features of this tool are as following:

* Providers can enter and maintain their patient details
* Calculation of performance based on measure
* Customized Dashboards for ACO Management, Physicians and other providers, ER and Urgent Treatment Centers
* web based system of collecting and reporting quality information for PQRS interface
* Extract the HL7 data from EMR into our application

Patients can view their disease risk findings based on their personal information, family history and life style

**Role:**

* Responsible for architecture, design and code quality
* Responsible for database design, writing stored procedures, tuning and implementing PQRS module
* Responsible for preparing SAD document and UML diagrams like use case, class and sequence diagrams.
* Extensive interaction with client stakeholders and CTO
* Responsible for implementing application security
* Managing a team of 6 developers

**DELIVERY MODULE LEAD 01/2011 to 06/2014**

**Mphasis –** Bangalore, India

**Retirement Plan Manager**

**Client:** Goldengate, San Francisco

**C#, ASP.NET 3.5, MVC 3.0, WCF, SQL Server 2008, VB 6.0, COM, JQuery and TFS**

Retirement Plan Manager (RPM) is highly specialized client management

Database that houses extensive amount of client and plan level information. Important features of this tool are as following:a) Used to do the Plan level settings, task tracking, maintaining plan contact information and billing

process.

b) Used to maintain the Distribution rules and Plan demographics.c) Improve the communication between Retirement Planning Service (RPS) and Plan Sponsors. It communicates with other applications of RPS like Back Office, Client Facing and SRI.

**Role:**

* Interact with client stakeholder to gather the requirements.
* Design and develop RPM and reporting solutions in an agile environment.
* Prepare the design document using UML models including activity, sequence and class diagrams.
* Participate in code, design and unit test reviews and peer reviews.
* Prepare requirement traceability matrix to track solution validation to requirement matrix.
* Present weekly report to the client's senior management about project progress and measure SLA's and report them to the client.
* Manage and lead a team of developers while being responsible for planning and estimation of the work schedule and work breakdown structure.

## SENIOR SOFTWARE ENGINEER 10/2007 to 01/2011

**Unisys –** Bangalore, India

**Transaction Manager.NET**

**Client:** Itau Chile, Unisys Atlanta

**C#, ASP.NET 3.5, SQL Server 2005, Web Services, WCF, JavaScript, XML and IBM Rational Suite 7.0.0.2, Clear Case and Clear Quest, VSS**

Transaction Manager is a browser based and .NET Smart Client application for supporting a multi-channel retail delivery environment for financial institutions. This application has 2 major part; the transaction engine and the user interface for specific customer touch points. Frameworks are provided for the touch point user interface such as branch, contact center, Internet and WAP. The transaction engine is readily integrated with the institution's core banking systems to deliver transaction processing to all channels. The TM.NET offers a greater flexibility in its implementation. This flexibility can extend from the user interface where the simple, data capture of the teller can be readily extended to that of the knowledge worker, i.e., the CSR. The main integration engine can be readily extend to the transact across multiple hosts in real-time or work in off-line mode also can be readily integrated to third party CRM or channel delivery technologies e.g., Siebel, Portrait etc.

**Role:**

* Actively involved in the development architecture.
* Responsible for database design, tuning and writing stored procedures.
* Involved in the entire development life cycle.
* Regular interaction with client for project requirements and status.
* Visited US for the period of 2 months to get knowledge transition of LAOMV project.

Education

**Master of Computer Application (MCA)**

From University Of Mysore in 2001