**RESUME**

**Manju Panneerselvam**

**(TCS ID-585853, ADP ID-448993, Virtusa ID-8129187)**

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Objective

Work in a challenging environment to walk an extra mile to improve my knowledge, capabilities and skills and apply them for development of myself and the organization. Have strong interest in release management. Am always very eager to learn and work on new tools, technology and applications.

Roles and Responsibilities

**Virtusa Roles served:**

* Release Consultant (using ServiceNow and JIRA) for managing all the change's life cycle stages. In each change, the test case fixed will go live in the respective domain for banking purpose

**ADP Roles served:**

* Release Specialist (used ServiceNow) for all payroll processing clients by updating the latest payroll processing application in their domain based on requests placed.

**TCS Roles served**

* Junior release supervisor (used REMEDY) for all the Healthcare Release, Change

and Incident Management activities

* Junior release supervisor (used ServiceNow and JIRA) for all the Retail Release, Change and Incident Management activities
* Data Analyst (For Banking Business Coordination and Data Analysis activities)

**Total Work Duration:** **7 Years**

Project Role Definition:

* To manage all the releases of the vendor applications of our USA, Sweden and Asia clients and ensure their smooth running from all party ends. From offshore, I was the only team member catering all the release management activities for these applications. My other team members were the client-side release managers themselves plus my onsite counterpart.

**Responsibilities as Release Consultant in Virtusa:**

* Will get details from change coordinators about the change to be created and will create the change in service now.
* Then will get the cab approval
* Will get the tasks approval following the cab approval from respective groups
* Will get group approvals following the getting of tasks approvals from the respective groups
* Will move the change from one state to another stage as the approvals come and finally will execute the change via the change coordinators in the implementation stage of the change in the respective regions to make the JIRA test cases fixed go live.
* Then will upload all the related documents of the change in confluence.

**Responsibilities as Release Specialist in ADP:**

* Application latest version will be available in company portal. Will click on the updated application in the company portal for each client to update their payroll processing application.

**Responsibilities as Junior release supervisor in TCS:**

* Addressing any tickets or work - orders got for our application's AD-groups and resolving them within the SLA
* Create and coordinate CRQs in which more release partners will join to do new implementations or changes and decommissions. Sometimes, TCS alone will do some changes internally. Once in a while these CRQs will go for more than two days. In such cases, first 12 hour coordination will be done by the onsite counterpart or team-members (clients) while the next 12 hour coordination will be done by me from offshore.
* Getting the Business-Justification document and Business-Approval document ready, getting ready the Test - Plan and Test - Results document for the CRQs and get them reviewed and approved from onsite. Then, uploading them in the respective CRQ-IDs created in REMEDY or SERVICENOW.
* Check if the proposed CRQ will affect the existing application behavior or not. Close the CRQs on or before the approved time frame set as the release window.
* Ensure that all the CRQs have their details and documents uploaded in RATIONAL for any reference.
* All the test-cases formed as said in the above section for the CRQ Test-Plan will be tested by me and the results will be updated in the Test-Results document.
* If any test case fails, result will be discussed with clients and a vendor ticked will be raised in the vendor portal. This ticket will be followed up till it gets resolved.
* Integrated and tested the upgraded releases too of the COTS (Commercially-Off-The-Self/Vendor) applications for my clients.
* Have good hands-on in creating support & admin documents
* Have given ample presentations to all my clients. Have good interpersonal and communication skill.
* Upload/install/integrate the required SSL security certificates given by the developers (Vendors) when required to all or improve any functionalities/security of the applications.
* Obtain the total server list from IBM that are to be patched by them for each week.
* Check if all the requested servers from our end are scheduled in their list. If no, immediately inform IBM and my clients.
* Perform patch verification for all the application servers, DB servers, DR servers and server nodes following the server-patch and restart the server and nodes.
* If any servers are down, place a ticket / open a bridge call and resolve the issue ASAP to avoid any application downtime. If all servers are patched successfully, start the applications and verify them and check the input/output flow.
* Collaborate with the clients, vendors, Client-side DBAs and vendor's DBAs often to communicate the day to day status and resolve issues of the applications or DBs . If these applications or DBs go down then the patient care and health - insurance Retail Store Transactiion / Bank Transcation details provided by our clients will be affected.
* Join bridge calls to resolve server applications issues and high-priority tickets.
* Healthcare data-record processing as required by the clients.
* Checking Log-Shipping, taking server backups, verifying the interfaces, etc.
* Granting, Setting privilege or revoking the application-access to the end-users after getting the client's approval.

**Responsibilities as Data Analyst:**

* Understanding the bank's transaction processing system assigned to me.
* Scope reducing the tables of the system based on the business significance.
* Doing (Group Data Standard) mapping of the attributes that are the critical Data Elements of the short listed tables.
* Forming the System Manual for the assigned System

**PI Jave Project Details (done by me for the Business Applications):**

We Used to manually short-list our servers from the main-list given by IBM every month for patch verification. All the servers we requested should be scheduled in than main-list from IBM. And, also we have to extract all the patch details and then add the dates and days to it. This took about an hour each time when done manually as there were hundreds of servers. So, I automated it by creating a desktop application using Java swing as I was a Java-ILP trainee before. This was successfully implemented and accepted by the clients as it did the job now in about 2 to 3 minutes. This PI Project helped me to get recognition last time.

**Award Details**

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| **Title** | **Category** | **Sub - Category** | **Received for the Period** |
| **On The Spot Award** | Awards for Involvement | On The Spot Awards | 2014 - 2015 |
| **Harbingers** | Award for Excellence | - | 2013 |

**Education**

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| --- | --- |
| **Qualification** | **Percentage / Grade** |
| **Bachelor of Engineering (CSE)** | 7.69 CGPA |
| **Standard XII / H.S.C.** | 85% |