**RESUME **

**Name** : SUDHA KARUPPAIYAH

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**Phone :** +91 7200010434

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| **Availability Immediate.Possess B.E (Computer science and Engineering) degree with 7 +years of experience in mainframe,Java,SQL, Administration.Also MBA in technology management**  **Domain: Wealth management, capital markets, Insurance, Brokerage,US Tax, E-commerce,Trading,Swift messages, Settlements and Clearings, Transportation,Marketing, E-commerce** |

***RESUME SUMMARY***

* B.E degree holder in Computer science and Engineering
* 2 years hands on experience in incident management and ticket prioritization for

production support project

* 2+ years experience in Software development life cycle in banking ,capital markets domain
* 4 years experience in Software development life cycle(cobol)
* Lead L1 support team and handle L1 , L2 activities
* Able to work in rotational shifts.Also handled night shifts once in a month.
* Familiar in analyzing problem in SWIFT messages and providing solution for tickets
* Interested in handling Level 1 issues and tickets
* Managed to deliver project single handed from requirements to production phase
* Proficient in ‘MS-Office’,SQL(report extraction from host) and MS excel
* Strong Team Player with Good Communication Skills and Results-Oriented
* Worked in report creation through Easytrieve,SQL
* Customer service through emails, calls and incident resolution for 1.2 years(DB2).
* In-charge of early morning health checkups and table maintenance(DB2)

***TECHNICAL SKILLS***

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| Programming language | :COBOL,JCL,VSAM,Core Java,J2EE,Spring |
| Office tools | : MS Excel 2013,MS Word 2016 |
| Database | : MS Access,DB2 |
| Support Tools | : Service Now,Virtual Ticket |
| Software Mainframe Tools/Language | : Selcopy,Easytrieve,SCM,Eclipse,Email Marketing,Content Marketing |

***PERSONAL DATA***

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| Date of Birth | : 18.10.1988 |
| Nationality | : Indian |
| Residential Status | : Chennai |
| Marital Status | : Married |
| Languages Known | : Tamil & English |
| E-mail | : sudhabharathraj@gmail.com |
| Hand Phone | : +91 9940410434 |
| Contact Address | : #45 bakkiam street golden George nagar nerkundram,chennai |

**EDUCATION/COURSES**

**Anna university (Tamilnadu, India) Sep 06 - May 10**

* Bachelor of Engineering in Computer science and Engineering (**First class with distinction**)

**Final year project**

Knowledge discovery in clinical database using evidence combination

**Anna university (Tamilnadu, India) Sep 11 - Sep 13**

* Master of Business Administration in Technology management**(part time**)

**Final year project**

Emerging Trends of technology adoption by banks in India

**Certified Software Testing Professional June 17 –August 17**

Institute**: CMS IT Services Private Limited**

**WORK EXPERIENCES**

* **Johnson Transport and Trading Private Ltd(Singapore) June 16 – Jan 17  
  Position: Administrative Executive**  
  ❖ Provide secretarial assistance to Manager producing letters, memos, reports,  
  spreadsheets  
  ❖ Organizing, scanning, printing and filling of documents  
  ❖ Managing day to day operation of the office  
  ❖ Produce spreadsheet reports like daily, weekly, monthly to the Operational  
  manager  
  ❖ Interact with finance departments on monthly basis for preparation of invoice  
  ❖ Ensure that all documentation in office is up to date.  
    
  ❖ Contribute to improving the business and enhancing the reputation of the company by  
  putting forward new ideas.  
  ❖ Handle customer emails, phone calls and interact with school transport executive

**Blue star Infostack SolutionPte Ltd(Singapore) Nov 15 – Dec 15**

**Position: Software Engineer**

**Client1: AIA**

* Client mail responses for soft lock issues in AS400/integral life
* Batch testing skills(UAT), excel spreadsheet used for simulation
* Extraction of reports using SQL queries
* Customer call responses for immediate requests and L1 activities
* Customer support for extraction of reports from host to Microsoft excel
* Tools like Microsoft office, Microsoft excel

**HCL (India) Pte Ltd Aug 10 – Aug 14**

**Position: Software Engineer**

**Client 1 : Citibank**

**Project 1: Secore Level 2 APP Maintenance Mar 13 – Aug 14**

* Lead L1 team and support their activities
* Support at the time of mainframe system upgrade
* Deriving reports on Entitlements, Corporate Actions, Depository locations, Swift message delivery by JCL Selcopy procedures creation based on user urgent incidence.
* Analyzing the non-delivery of swift messages error under FSA mainframe
* Functional analysis on trading life cycles.
* Table setups and doing early morning check ups
* Fixing FSA mainframe online ab ends or errors
* Monthly support for maintenance of the online system
* RFC implementation of code changes.
* COBOL code fixes and work order JCL analysis, UAT region testing before 3-day immediate RFC changes.
* On-call supports for batch failures
* Email responses, phone Call responses and incident ticket resolut**ion**
* **Usage of tools like** Service now ,infoman,tivoli workload scheduler
* As a senior, Effort tracking and PMSMART activities for T&M project weekly basis

**Client 2 : United Services Automobile Association Aug 10 - Feb 13**

**Project 2: USAA MOBIUS FEEDS BROKERAGE STATEMENTS Mar 12 – Feb 13**

* Analysis of business requirement.
* Interact with onsite coordinator to get business requirements
* Impact analysis of individual jobs and their flow.
* Code development in batch jobs.
* Coding and testing COBOL modules
* Preparation of unit test plan and capturing the results during unit test phase.
* Preparation of integration test plan and capturing the result.
* Execution of functional test cases

**Project 3: USAA SFA GOP PIM MIGRATION TO UMP PLATFORM Mar 11 – Mar 12**

* Analysis of business requirement based on BRD
* Impact analysis of individual jobs and their flow. Preparation of RDD,TDD
* Code development in batch jobs.
* Coding and testing COBOL modules with CICS screen
* Preparation of unit test plan and capturing the results during unit test phase.
* Preparation of integration test plan and capturing the result.
* Configuration controller for agile project, RFC implementation and emergency back out plan, knowledge document.
* Code merge and documenting for M&P team.

**APPRECIATION:**

Won R&R award and received Client direct appreciation for hard work and innovation. Best project award for customer experience in 2012

**Project 4: USAA FINCAP NEW OFFICE CODE IMPLEMENTATION Aug 10- Feb 11**

* Analysis of business requirement.
* Understanding the individual batch systems affected due to enhancement in customer accounts.
* Impact analysis of individual jobs and their flow.
* Code development in batch jobs.
* Preparation of unit test plan and capturing the results during unit test phase
* Preparation of integration test plan and capturing the result.
* Coordinating with middle-ware team and FTPing the files

**Declaration**

I hereby confirm that the above information’s are true to the best of my knowledge and belief.

**(SUDHA KARUPPAIYAH)**