

**GAURAV CHAUHAN**

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<mailto:gaurav1205@outlook.com>Current Location/Residence: **Gurgaon, Haryana.**

Work Location Preference: Gurgaon, Noida.

**Work Experience Summary**

- Over **14.3 years** of extensive experience in Java/J2ee based Application Development, Production Support, Project Management, and System Reliability Engineering for **Healthcare** and insurance domain applications.
- Working in capacity of **Infrastructure and Operations Engineering Manager** with **Optum Global Solutions** (Division of **UnitedHealth Group** Technology), Gurgaon.
- Good experience with design, development and maintenance of Enterprise applications.
- Handled **Site Reliability Engineer (SRE)** role for multiple business critical applications
- Good exposure to Cloud (OSE, AWS..) and DevOps tools for build, deploy and production support like **Jenkins, Maven, GIT, JIRA, Service Now, HP Service Manager**
- Extensive experience in IT service management (ITSM) - ITIL processes with complete understanding of service ownership and end to end production process
- Implemented multiple **DevOps tools** in organizations for application monitoring and alerting like **Dynatrace 7, Splunk, Grafana, new Relic, HP OpenView, HP Performance Manager etc**
- Good exposure on Agile (Scrum/Kanban) based project management.

**Experience Summary**

May 2008 – Till Date	~ 11 Years	Optum Global Solutions (Division of <b>UnitedHealth Group</b> )
April 2005 – May 2008	3 Years	Siemens Information Systems Limited.

**Technical Skills**

Languages	Core Java , J2EE Platform (Proficient)
Environment	Windows, Unix , Linux (Good)
Databases	Oracle 8i/11g, DB2, MonGoDB
Java / J2EE Technologies, Framework, Methodologies	JSP, Servlets, JDBC, Struts Framework, Spring (Spring MVC, Spring Boot) , Hibernate, Design Pattern , Nodejs , Jasper Reports, Quartz Scheduler, Ajax, Json, Ant, Log4j.
UI Technologies	Angular, JQuery, JavaScript
X-Technologies	Web Services (SOAP and REST)
Scripting Language	Python and Unix Shell.
Development Tools	Eclipse, IBM RAD, IntelliJ IDEA, TOAD, SQL Developer
Cloud Services	Amazon Cloud Web services, OpenShift Enterprise
Web Server/Application Server	Tomcat, Jboss, WebSphere
Deployment Tool/Others	Quality Center, Unix, HP Integrated Technology Gateway, Jenkins
Monitoring Tools	DCRUM, Openview, DynaTrace, HP Performance Manager, Splunk, Qpasa, AppWatch, Grafana
Source version Control Tool	GitHub, SVN, Clear Case, CVS, VSS
Production Support Tools	HPSM and Service now for Production support, Putty, WinSCP, FSecure
Agile Tools	Rally for Life cycle Management

## Certifications Summary

PACE (Performance Accelerated Capability Enhancement) – 8 Months Strategy Management Program in with IIM (Indian Institute of Management) Bangalore	2019
DevOps Professional (DevOps University)	2019
ITIL V3 Foundation (Certification of IT Service Management)	2015
Academy of HealthCare Management (AHM – 250) (Certification in Health Care Domain).	2009
Sun Certified Java Programmer SCJP	2005

## Educational & Professional Qualification

<b>Bachelor of Technology</b> , Electronics and Communications Engineering	U.P. Technical University, Lucknow, U.P.	2000 - 2004
All India Senior Secondary Certificate Examination	D.A.V Public School, Distt. Meerut, U.P.	1996 - 1997
All India Secondary Examination.	Kendriya Vidhalaya, Distt. Solan, H.P.	1994 - 1995

## Current Responsibilities

## Current Role: I O Engineering Manager (Java)

- Work closely with development teams on database design changes to meet business requirements. Patch management and version control.
- Detail and able to document low to highly complex functional designs and data structures, to support business and operational requirements.
- Collaborate with, and able to share subject matter knowledge to, business and operational partners during requirements elicitation
- Participate in client technology discussions as necessary
- Executes development processes for the project such as build automation, unit testing, software configuration management and packaging.
- Involve in troubleshooting and debugging critical problems and resolving complex technical issues that may arise.
- Participate in customer interaction and resolves customer issues with software solutions and responds to suggestions for improvements and enhancements and contributes on solution development.
- Prioritize and manage work to critical project time lines in a fast-paced environment
- Leading multiple Agile teams spread across, Gurgaon, Noida and Hyderabad locations.
- Review application landscape – Identify any performance issues and requirements of product upgrades. SRE (System Reliability Engineer) expertise to business critical applications. .
- Implement DevOps practices within the portfolio
- Actively involved in hiring new talent as well as maintaining/retaining talent within the organization. (I am the part of Full Stack Interview Panel of Optum, India)
- Create development road map for Team members as per the organizational goals and individual's capability.

## Work Experience

1. Project	Identity and Access Management (IAM)	Dec 2017 – Till Now
Description	<p>Handling multiple applications under IAM portfolio.</p> <p>Enterprise SSO – Application is responsible for managing seamless Single Sign-on across multiple internal and external application accessed by business and non-business users utilize multiple security systems like Ping Federate at backend, using REST based APIs with OAUTH.</p> <p>IAM Security Operations Center (I-SOC) – The team is being built up of Site Reliability Engineers with focus on application reliability and stability. Responsible to review applications and identify performance or monitoring gap and work on it to strengthen application's stability.</p> <p>Data Monitoring and Protection (Guardium) – The team is responsible for implementation and maintenance of Guardium across all thousands of databases in Optum. Guardium is responsible to endure data protection and identification if any database access or data access related vulnerabilities.</p>	
Role	I O Engineering Manager	
Technology and Tools	J2EE Technologies, JBoss, Linux, Oracle, MySQL, HPPM, Dynatrace, OpenView, Splunk, Grafana, MongoDB, Data protection (Guardium), Python.	
Responsibilities	<ul style="list-style-type: none"> <li>• Designing and Implementation of new business requirements.</li> <li>• Closely working with business users, I/T, vendors and customers to define application requirements.</li> <li>• Architecture discussion with onshore team and translate the same to offshore team for implementation.</li> <li>• Review application landscape from performance and stability standpoint and work with SOC team for action plan in improving monitoring and stability.</li> <li>• Manage Guardium team from operational standpoint.</li> <li>• Guardium as service is being owned by offshore team – involved in end to end ITSM implementation, service reporting and maintenance.</li> <li>• Stakeholder Management</li> </ul>	
2. Project	Product LifeCycle Management Center of Excellence (PLM CoE)	Dec 2017 – Nov 2018
Project Description	<p>PLM CoE is responsible to <b>manage</b> the entire <b>lifecycle</b> of a <b>product</b> from inception, through engineering design and manufacture, to service and disposal of manufactured <b>products</b> for all application throughout the organization. Evaluate all the software being used in organization with latest approved, identify gaps and plan out the upgrade wherever compliance is identified. On an average, team handles more than 300 product upgrades to bring up all supported products under compliance for uninterrupted supports.</p>	
Technology and Tools	J2EE Technologies, Web Sphere Application server, JBoss, IBM HIS, Linux, Oracle, MySQL, HPPM, Dynatrace, OpenView, Splunk, eLK	
Project Type	Product (WAS, JBOSS, Oracle, MySQL, IHS, Linux/Unix) Upgrade and Management	
Role	Technical Project Manager	
Responsibilities	<ul style="list-style-type: none"> <li>• Technical Leadership to teams located at Gurgaon and Noida.</li> <li>• Analyze and review health status of application from product lifecycle standpoint.</li> <li>• Work with business and application owners for upgrades.</li> <li>• Work on development and implementation of products to be upgraded.</li> <li>• Perform feasibility analysis of products to be upgraded.</li> </ul>	

- Review the analysis and resolve gaps identify by team members.
- Plan and execute the product upgrade deployments/releases.
- Provide production support till warranty period ends after production implementation.
- Managing multiple stakeholders and team involvement in complete lifecycle of product upgrade.

### 3. Project **Integrated Clinical User Interface (ICUE)** **Aug 2015 – Nov 2017**

Project Description	ICUE platform provides both clinical and non-clinical staff with a consolidated set of tools across business segments and a common user experience to perform their tasks more quickly and effectively. This application will be used by all clinical staff performing intake, inpatient coordination, outpatient coordination, coverage review, case and disease management, complex medical conditions, as well as health and wellness management functions.
Technology and Tools	J2EE Technologies, Web Sphere Application server, JBoss, IBM HIS, Linux, Oracle, MySQL, HPPM, Dynatrace, OpenView, Splunk, eLK, Service Now
Project Type	Development, Maintenance and Production Support
Role	Technical Project Manager
Responsibilities	<ul style="list-style-type: none"> <li>• Understand business requirement, Design and develop modules assigned to my work queue.</li> <li>• Lead discussions business, system and business analysts for requirement gathering and clarification calls</li> <li>• Also play the role of System Reliability Engineer (SRE), to ensure high uptime of application and quickest restoration to minimize business impact.</li> <li>• Highly active involvement in War room for service restoration.</li> <li>• Involved in setup and implementation of Highly Available environment for application.</li> <li>• Plan and execute the product upgrade deployments/releases.</li> <li>• Close Monitoring of application using various monitoring tools and take immediate action to avoid any anticipated downtime.</li> <li>• Perform Root Cause Analysis on issues that have caused or potentially could have caused downtime to application to avoid recurrence.</li> <li>• Work with infrastructure and architecture teams to analyze capacity needs of current infra.</li> </ul>

### 4. Project **UnitedHealth Group Portal Applications** **May 2008 – July 2015**

Project Description	Worked on multiple UHG portals, being used by multiple entities like members, providers, employers and brokers. These portals are highly critical from UHG business standpoint as these are being used by end users who bought insurance of UHG. Keeping these application stable and highly available is critical
Role	Sr. Software Developer → Associate Lead → Technical Project Lead
Technology and Tools	J2EE (JSP1.2, Servlet, Struts1.1, Spring (ioc), iBatis, Web Services, JMS, MQ), RAD 6.0, Websphere 5.1, Rational Clearcase for content management, Mainframes and Oracle 10 as Backend Systems.
Project Type	Development and Production Support
Responsibilities	<p>As the Project Lead my responsibilities includes:</p> <ul style="list-style-type: none"> <li>• Design and Development of modules assigned to me.</li> <li>• Track day to day operations and deliveries, includes status updates and assignment.</li> <li>• Maintenance and Enhancement of the Application</li> <li>• Coordinate with Stakeholders and system analysts for new Enhancement.</li> <li>• Provide Production Support to live application</li> <li>• Provide immediate fix or Workaround for any high priority Issue.</li> </ul>

- Resolve the priority issue with proper fix within the time specified in SLA.
- Resume or Rerun batch job on UNIX server, if it gets failed.
- Generate Daily Report for checking status of Application and other associated backend system
- Coordinate with IT and business partners for analyzing any critical issues.
- Provide support to team for implementing enhancements and Problem tickets, targeted for next Release
- Metrics and SLA reporting.

<b>5. Project</b>	<b>Portal for Department of Labor, South Africa Siyaya Admin Project. Employment Equity (EE) System, NSFDIS, CIPA (Production Support project)</b>	<b>Apr 2005 – May 2008</b>
Project Description	Siyaya Web Portal being developed for Department of Labor, Govt. of South Africa, which maintains the information about all the Commercial employers as well as all Individual Organizations (Domestic employers) for unemployment insurance fund. This project will be ported as a web based enterprise application, wherein, employers can come and register themselves on DOL server.	
Organization	Siemens Information Systems Limited	
Technology and Tools	J2EE (JSP1.2, Struts1.1, Servlet, EJB), XML, XSLT, Oracle 9i, Eclipse 3.1 IDE, TOAD IDE, JBoss4.0 Application Server, OpenLDAP repository server.	
Role	Senior Systems Engineer	
Project Type	Development and Production Support	

#### Onsite Exposure

- Played key role and represented the organization during multiple onshore assignments. Involved in **Technical consultancy, Project Planning and Stakeholder Management** in 2015
  - **2 months** of business trip to client location at **Texas, USA** to transition project to Optum in 2015
  - **1.5 Years** as Service Coordinator at **UnitedHealth Group, New Jersey, USA** for Development and enhancement and production support project in 2010-2011.
  - **1.5 Years** as Technical Consultant **Department of Labor, South Africa** on behalf of Siemens, India in 2006 - 2007