**Gokulram Ramalingam**

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| **Principle Engineer/Architect**  Eighteen years of experience in software development with 9+ yrs. expertise in software architecture, solution architecture, enterprise architecture methodologies and business solution strategies. Expertise in designing immensely scalable enterprise applications using variety of technology stacks.  **Subjects of Strength**   |  |  |  | | --- | --- | --- | | * Solution design * Proof of Concept * Business process mapping * Strategy Planning * Product Strategy | * System Integration * Project Management * Domain knowledge -Telco, Customer relationship technologies, Business Intelligence, Billing OSS/BSS. | * Scope management * Team Building * Pre-sales * Outstanding communication and client facing skills | |
| **PROFESSIONAL SKILLS HIGHLIGHTS**   * Broad experience spanning across verticals embracing Telecommunications billing, Banking, Customer relationship technologies, Campaign management solutions and the largely business process automation. * Proven track record in client implementations as a chief architect and technology consultant. * Lead teams in building, implementing business intelligence solutions for Tier-1, Tier-2 clients within US including AT&T, Regions bank, JPMorgan Chase, Verizon, Allied Wireless, Optus Australia and Sprint. * On-site experience in implementing solutions with International clients in EMEA, Asia pacific regions. * Effective presales skills, onsite sales with international clients in Canada, Australia and EMEA. * Hands on J2EE development skills, highly technical, strong experience in Linux based systems. * My technical expertise involves, software architecture, software development, product management, solution  architecture, enterprise architecture methodologies TOGAF 9.1, distributed data processing, real-time decisioning solution (Event driven architecture), distributed computing, Red Hat Linux (High availability & performance clusters), AWS platform, agile development methodologies (SCRUM), RESTful, SOA, Virtualization, J2EE frameworks, messaging, web server, data Integration tools, business Intelligence, PMML, Prudsys XELOPES, Micro services and data modeling. * Masters Degree in Management Information System from University Of Central Florida |
| **Professional Experience** |

**Senior Technical Consultant/Architect, Convergys Corporation**

**Campaign Management Solution - Orlando, FL - Jan 2005 to Present**

Convergys has a suite of real-time business Intelligence automation solutions developed as part of the advance market research initiative started in 2006. Dynamic Decisioning Solution started as an incubation project in 2006 and has become the flagship product of Convergys. Later many solutions were built leveraging the rules engine/policy management capabilities for Dynamic Decisioning Solution. Lead the requirements, design and delivery of the solution. Produce the blueprint for the software component design and hardware layout for scalability and high availability.

**Roles and Responsibilities**

* Lead Architect for implementations, provide architectural blueprints.
* Lead the implementation of real time BI solutions spanning functional areas such as Cross sell-Up sell, Broadcast/Interactive/Real-time/Multi-channel Campaigns, Customer retention management, Customer Win back, Fraud detection, and Customer Value driven credits for the Telecom giants including AT&T, Alltel Wireless, Sprint, Optus Australia, Indosat, Telkom Indonesia.
* Leader for $1-8M budget projects
* Guide development teams with technical implementation for the customers
* Architect for the HA clusters using RHEL for Indosat $8M solution.
* Understand technology and business options, evaluate potential solutions, and recommend course of action based on analysis of risks, costs versus benefits, budget impact, feasibility studies, buy vs. build comparisons, and proof-of-concept initiatives, etc.
* Provisioning and Fulfillment of Cloud / Virtual Appliances for Sales activities, Restful Web services, Enterprise Portal Application Integration.
* Implemented projects on agile methodology principles.
* Responsible for estimates, forming the team and assigning tasks.
* Develop and manage Solution road maps with key stakeholders, present business cases to senior leadership.

**Solutions Architect, Convergys Corporation**

**Business Intelligence Reporting Aggregation Storage Platform**

Data aggregation and reporting is a business reporting solution platform developed by Convergys. This product is used in high capacity systems to compute statistical analysis for both business and operations reporting. The product is built with high performance object database. The reports are designed using business intelligence reporting tool and deployed in Red hat Linux. Lead the design and development of this product and its integration to Campaign management systems. The solution is built based on ActiveMQ, Apache Quartz, and Postgres and Google Web toolkit. Uses map reduce algorithm built into the client API to handle the large volume data.

**Roles and Responsibilities**

* Product architect & tech lead.
* Implemented projects on agile methodology principles.
* Responsible for estimates, forming the team and assigning tasks.

**Solutions Architect, Convergys Corporation**

**Real-time Campaign Management Solutions, Saudi-Telecom, May – 2011 – Jan - 2012**

Prepaid real-time promotions are very popular in the Asia-pacific regions. The solution is mainly focused on the pre-paid market segment. The solution provides real-time promotions to customer based on the customer profile, usage and other behavioral patterns.

**Roles and Responsibilities**

* Solution Architect & tech lead.
* Implemented projects on agile methodology principles.
* Responsible for estimates, forming the team and assigning tasks.
* $4m budget, 3 months ROI.

**Solutions Architect, Convergys Corporation**

**AT&T Implementation – Little Rock, AR – April, 2010 - June, 2011**

Allied Wireless Communications Corp. was formed in connection with Atlantic Tele-Network Inc. and is now part of AT&T. A key component of the implementation calls for procurement of a new customer billing system able to support their current and future subscriber base. Convergys implemented end-to-end solution that meets the business requirements for Customer care, mediation and billing systems. Dynamic Decisioning Solutions or DDS is the centralized policy management engine developed by Convergys. Chief architect in building the solution for the business cases including Credit management, equipment upgrade, cross-sell/up-sell, customer lifetime value, customer retention, and customer win back and real-time messaging features.

**Roles and Responsibilities**

* Solution Architect & tech lead for the decisioning solution.
* Responsible for Application's performance analysis and tuning
* Architect for Integration to third-party systems Neural, West Teleservices
* Responsible for estimates, forming the team and assigning tasks.
* Develop and manage Solution road maps with key stakeholders.
* Develop and present business cases to senior leadership.

**Solutions Architect, Convergys Corporation**

**AT&T – Alpharetta, GA – April, 2006 - June 2009**

Dynamic Decisioning Solutions is the centralized policy management engine developed by Convergys. Architect in building the Convergys AT&T solution for the business cases such as equipment upgrade, Uverse eligibility, Offer engine and Kiosk personalization. This enterprise solution currently scales upto100 million customers with an average of 300tps.

**Roles and Responsibilities**

* Responsible for Application's performance analysis and tuning
* Architect for Integration to systems like Clarify, Telegence, CARE
* Responsible for estimates, forming the team and assigning tasks.

**Previous Positions**

**Sr Systems Analyst, Convergys October 2000 – June 2005, Lake Mary, Florida Area**

Technical Lead and lead developer for a Convergys Billing system by name Atlys.

Atlys is a comprehensive billing system that was successfully implemented in customers AT&T, Verizon, US Cellular, Dobson, Suncom and VIVO. The system was developed in C++, VC++, Roguewave, and TUXEDO etc. Primary responsibilities include developing the rating/pricing as well as Telco taxing modules. Served as the integration consultant for the independent components such as customer care, collections, activation, mediation and home location register.

**Consultant, Verizon November 1999 – October 2000 (1 year) |Tampa/St. Petersburg, Florida Area** Developed mediation and prepaid authorization engine based on IBM MQ series. The engine had functionality for dynamically accessing authorization stores and gets user/permission/profile information using LDAP.

**Systems Engineer/Consultant at Citibank Technologies June 1997 – October 1999 (2 years 5 months) |Chennai, India**

As a software developer worked in an ATM and POS authorization framework. Involved in the Citibank SEI-CMM Level 5 assessment. Served as a consultant for Citibank working in design & develop of security management systems (Unix security shell, authentication and authorization, Unix FIFOs). Worked onsite, at Citibank technology US office for GCB (Global Consumer Banking) integration, integrating Payment, ACH systems.

**Education & Certifications**

**Master of Science in Management Information Systems**

University Of Central Florida 2007 to 2008

**Bachelors in Electronics and Telecommunication**

University Of Madras, 1993-97

**Awards and Honors**

* 1997 Going Extra Miles (GEM) Polaris Software Lab
* 1999 SECIMM Level 5 Contribution Excellence
* 2003 Outstanding contribution Award
* 2005 Employee Spotlight Award
* 2006 Convergys Team Excellence
* 2009 Team Excellence
* 2014 Convergys Team Excellence

**Technical Skills & Proficiencies**

**Technologies** - J2EE platform, C++, JavaBeans, Spring, Hibernate, Web Services, JMS ActiveMQ, JPA, JDBC, SOAP, Maven, Log4j, CXF, Apache Camel, Business Intelligence Solutions

**Web Application Servers** - WebLogic 11g/12c, JBoss, Tomcat 7/8

**Middleware** – Apache Camel ESB, Mule, Web Services (SOAP & REST).

**RDBMS** - Oracle 11g/12, MySQL, PostgreSQL

**Source Control** - CVS, SVN, GitHub

**Design Patterns** - MVC, GOF patterns

**OS & Other deployment platforms** - Unix/Solaris/Linux, VM Ware ESX, Red hat HA cluster suite, OpenStack, Skytap Cloud, Amazon Web services

**Data integration Tools** - Pentaho Suite, Alteryx, Oracle Data warehouse builder

**Scripts/Markup Languages** - Bash shell scripts, awk, Perl, XML, XSL, XSLT