

# Subhabrata Biswas

**Senior Systems Engineer and Onshore Coordinator - IBM India Pvt. Ltd**

Claymont, DE - Email me on Indeed: [indeed.com/r/Subhabrata-Biswas/fdc8251dd056e9a8](https://indeed.com/r/Subhabrata-Biswas/fdc8251dd056e9a8)

- ◆ 7.5 years of IT industry experience in Mainframe Related Application Software Development, Maintenance, Integration and Testing.
- ◆ Extensive in depth knowledge of EDI State reporting - both business and technical knowledge.
- ◆ Extensive experience in EDI vendor coordination and management. In depth knowledge of FTP/IEBASE/NDM transmission methods for EDI files.
- ◆ Proficient in working with legacy application developed on IBM Mainframes with languages like COBOL, PDF COBOL, JCL, ISPF, ROSCOE and operating system of OS/390 with databases DB2, IMS and tools like TSO, ISPF, SPUFI, SUPERC and EXPEDITOR, EASYTRIEVE, CA7, FILE-AID.
- ◆ Proficient in Code Analysis, program designing, coding, testing, user interface and system implementation and also production cycle support including Test/Model/prod environments.
- ◆ Experience of managing multiple projects across onshore and offshore. Acted as onshore coordinator for more than 3 years facilitating coordination between customer and offshore.
- ◆ Good experience on analysis of data requirements, requirements gathering, preparing logical and physical designs and preparing estimates.
- ◆ Extensive experience on various testing phases like component integration testing, technical integration testing, system testing and performance testing.
- ◆ Versatile team player with excellent communication, analytical, presentation and inter-personal skills. Involved in organizing a number of team building exercises both on an organization level and account level. Share excellent rapport with customer and with both offshore and onshore team members.
- ◆ Is conversant with various quality procedures while executing the projects.

Willing to relocate: Anywhere

Sponsorship required to work in the US

## WORK EXPERIENCE

### **Senior Systems Engineer and Onshore Coordinator**

IBM India Pvt. Ltd - June 2010 to Present

As a Senior System Engineer, I have worked on Analysis, design, development, testing and implementation of new development projects as well as on change requests. I also provide 24\*7 production support and have provided permanent fix to many repetitive production problems. I am considered the Subject Matter Expert in most of the application areas and I mentor everyone in the team and help them in gaining the application knowledge.

#### JOB DUTIES:

As an Onshore Coordinator since 2013 I perform the following duties:

- \* Attending business meetings with clients to finalize the requirements.
- \* Working with the resource forecast documents to assign work to the offshore team members.
- \* Monitoring round the clock operation of different applications used in the daily business.
- \* Providing analysis on the solution of the problems faced by Users while using the application.
- \* Translation of the business requirements into technical specification.
- \* Working as a coordinator between the Customer and the offshore technical team and working out to solve any issues with the smooth functioning of the various projects.

- \* Helping offshore team to understand business requirements.
- \* Doing GAP analysis and providing estimation to the Client.
- \* To work with client manager to get regular status updates on various tasks performed by the offshore team.
- \* Preparation of Quality related documents/metrics.
- \* Communication with client at onshore, UAT(User Acceptance Test) delivery and defect fixing.

The other activities performed by me as Subject Matter Expert of various applications are:

- \* Understanding and providing solutions and suggestions to complex problems within the applications.
- \* As an EDI Reporting expert provide guidance at both technical and business level to resolve issues and suggest possible enhancements
- \* Working with the customer on various enhancements to the applications.
- \* Review/Preparation of the Document of Understanding for various projects within the application
- \* Review of program codes.
- \* Preparation/Review of test cases, their execution and documentation of the test results.
- \* Delivering high quality solutions to clients in response to varying business requirements.
- \* Production Cycle Support
- \* Involved in Process Improvement Initiative and preparation of various alternative solutions to replace existing ones. Presented many such ideas in front of the customer.

#### ENVIRONMENT:

Technology: Mainframe

Database: DB2, IMS

Languages: COBOL, JCL,

O/S: MVS OS/390,

Tools: PANVALET, SPUFI, File Aid, Expedito, Easytrieve, CA7, PLATINUM

### **Assistant Systems Engineer**

Tata Consultancy Services - August 2008 to June 2010

India

As an Application Developer in TCS India, I was responsible for maintenance and enhancement of the Policy Administration System Application for our European Customer. The customer is one of Europe's leading global life insurance organizations.

#### JOB DUTIES:

As an Assistant Systems Engineer I performed the following duties:

- \* Preparation of program specification documents based on the client requirements.
- \* Working on to resolve old tickets to clear backlog for the customer.
- \* Involvement in coding of programs.
- \* Analysis of enhancements and production issues.
- \* Working with various Mainframe based tools like - Filed AID for MVS/File AID for IMS/ABEND-AID.
- \* Peer Review of program codes.
- \* Preparation of test cases, their execution and documentation of the test results.
- \* Delivering high quality solutions to clients in response to varying business requirements.
- \* Participation in status meetings to discuss and giving them progress updates.
- \* Communication with client, UAT(User Acceptance Test) delivery and defect fixing.
- \* Production Cycle Support

\* Involved in Process Improvement Initiative - gave a solution once which brought down the run time of a job from 2.5 hours to less than a minute.

#### ENVIRONMENT:

Technology: Mainframe

Database: DB2, IMS

Languages: PDF COBOL, JCL,

O/S: MVS OS/390,

Tools: PANVALET, SPUFI, File Aid (IMS/MVS), Expeditor, Easytrieve, CA7, PLATINUM

#### EDUCATION

##### **Bachelor of Technology in Chemical Engineering**

University of Calcutta - Kolkata, West Bengal

2008

##### **Bachelor of Science in Chemistry**

University of Calcutta - Kolkata, West Bengal

2005

#### ADDITIONAL INFORMATION

##### SKILL SET

Technology: Mainframe

Database: DB2, IMS (DB/DC)

Languages: COBOL, JCL, PDF COBOL

O/S: MVS OS/390,

Tools: PANVALET, SPUFI, File Aid, Expeditor, Easytrieve, CA7, PLATINUM