**HARISHANKAR NAGARAJAN**

Certified SAFe® 5 Advanced Scrum Master | Certified SAFe® 5 POPM | AWS Certified Solutions Architect – Associate | Associate Cloud Engineer – Google Cloud

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* Over 16 years of experience in the IT industry specializing in enterprise technologies, design, development, testing, implementation, production support, and maintenance of web applications using Java/J2EE technologies.
* Extensive experience as a leader in international environments, collaborating with cross-cultural teams to serve major clients such as THD, Delta Airlines, Anthem and Elevance Health Inc.
* Strong knowledge in object-oriented programming (OOP), design principles, multi-threading, database concepts, web programming, distributed technologies, and services.
* Skilled in determining project scope and developing comprehensive resource, risk, quality, cost, and management plans.
* Expertise in Java/J2EE design and development of web-based and distributed enterprise applications, particularly with SOAP and REST-based microservices.
* Effectively used Agile methodologies and tools such as JIRA and Confluence to streamline delivery processes, tracking progress across different methodologies (Waterfall, Scrum, SAFe).
* Utilized data-driven methods, such as team velocity, burn-down, burn-up, and release progress reports, to track and discuss Program Planning and Project Progress. Prepared extensive documentation and presentations on milestones and KPIs for stakeholders.
* Effective communicator with excellent problem-solving skills. Committed, results-oriented, innovative, and hardworking, with a strong zeal for learning new technologies and strong analytical abilities.
* Experienced in pair programming within both Agile and traditional development environments.
* Extensive hands-on experience in the design, development, testing, delivery, and support of large, complex systems.
* Successfully delivered several highly scalable solutions with high quality, improved speed to market, and low defect rates.
* Experienced in leading large application development teams across time zones, delivering complex projects using Scrum, sprints, and other Agile processes.

**Elevance Health Inc, Iselin, NJ**

**Project: ACMP**

**Sep 2023– Till Now**

The Anthem Claims Management Platform (ACMP) is a comprehensive tool for efficiently managing medical and behavioral health cases, from intake to resolution. It supports various case types, assigns roles to clinicians and physicians for reviews, and ensures standardized data entry through templates. The platform provides alerts for timely actions and manages case routing based on business rules. It also integrates with other systems to streamline processes, serving as a critical tool for consistent and timely case resolution.

**Responsibilities:**

* Developed comprehensive requirements documents, created project approval matrices, and identified training and tool needs for project teams.
* Engaged in discussions with Product Managers to explore features and plan component development in collaboration with technical teams.
* Coordinated requirements, scheduled implementations, developed post-implementation plans, and established service-level agreements with vendor partners and global resources firms.
* Led cross-functional teams, multiple concurrent software development projects in executing product launches, ensuring all stakeholders are prepared, informed and ensuring that all teams are aligned toward delivering high-quality results.
* Monitor product performance and analyze key metrics to identify areas for improvement throughout the product lifecycle.
* Contributed to task identification, work effort estimation, and scheduling for development and maintenance activities.
* Tracked and managed project budgets, scopes, timelines, and risk assessments to maintain alignment with business goals while proactively addressing potential issues
* Served as a Solution Architect, implementing new features for existing applications and assisting in the development of new applications based on customer specifications using modern microservices architecture and Test-Driven Development (TDD).
* Monitored product progress through iterative cycles, effectively engaging stakeholders to groom stories and ensure timely delivery of project milestones.
* Collaborated closely with Leads and Architects to evaluate feature sets and implementation plans, coordinating with teams to streamline component development and integration.
* Provided in-depth coaching on Agile methodologies to enhance team capabilities and adoption of best practices, fostering a culture of continuous improvement.
* Organized strategic meetings with process owners and stakeholders to clearly define application scope, primary goals, and project objectives, ensuring alignment across teams.
* Designed solutions based on user stories and chores, grooming stories through active collaboration with all necessary stakeholders.
* Constructed, tested, and implemented components of business and technical IT solutions using appropriate software development lifecycle methodologies. Defined quality gates for each phase of project methodologies.
* Collaborated on Implementation of cloud infrastructure using AWS services (EC2, S3, RDS, Lambda, CloudFormation), enhancing scalability and reducing operational costs.
* Mentored new employees and contractors providing guidance on best practices, architecture design, and technology usage. Led technical workshops and knowledge-sharing sessions to promote understanding of system architecture among team members.

**Client: Delta Air Lines Inc., Anthem Inc**

**Feb 2018– Aug 2023**

**Responsibilities:**

* Created comprehensive project plans with clear objectives, deliverables, and timelines to ensure successful project delivery.
* Develop and manage the product roadmap, prioritizing features based on business impact and customer needs. Tracked and managed project budgets, scopes, timelines, and risk assessments to maintain alignment with business goals while proactively addressing potential issues
* Facilitated communication and alignment across teams to ensure everyone understands the product goals and timelines.
* Led cross-functional teams in executing product launches, ensuring all stakeholders are prepared and informed.
* Work with development teams to ensure timely delivery of product features, addressing any challenges or blockers.
* Ensure products meet quality standards and customer satisfaction through rigorous testing and user feedback.
* Led the analysis, design, construction, testing, and implementation of business and technical IT solutions, applying appropriate software development life cycle methodologies.
* Actively led Program Increment Big Room Planning sessions, guiding development teams and stakeholders to adhere to Agile principles and achieve project goals.
* Led the facilitation of agile ceremonies across multiple teams, including Daily Stand-ups, Sprint Planning, Product Backlog Refinement, Sprint Reviews, Demos, and Retrospectives, to ensure efficient workflows and team alignment.
* Served as a Solutions Architect, modernizing legacy applications through microservices and component-based architecture using Node.js, Angular, and big data technologies like MongoDB.
* Engaged in standard business and technical IT solution implementations, including upgrades, enhancements, and conversions.
* Constructed, tested, and implemented components of business and IT solutions using suitable software development life cycle methodologies.
* Evaluated code to ensure validity, proper structure, and adherence to industry standards, ensuring compatibility across browsers, devices, and operating systems.
* Collaborated with technical teams to analyze, design, develop, or modify existing systems using Spring Boot, Spring MVC, Spring AOP, Java/J2EE technologies, REST.

**Client: Best Buy Corp, The Home Depot**

**June 2012 – Jan 2018**

**Responsibilities:**

* Design solutions based on user stories and chores by actively grooming stories through collaboration with all necessary stakeholders.
* Led the architectural design for cloud migration initiatives utilizing microservices based on the 12-factor app pattern with Spring Boot. Employed test-driven development (TDD), behavior-driven development (BDD), and DevOps principles using Jenkins.
* Built strong relationships with clients and stakeholders, ensuring that architectural solutions met strategic objectives and requirements.
* Developed robust test cases using Mockito and PowerMock frameworks to ensure high-quality code and functionality.
* Engaged in detailed discussions with Product Managers to evaluate features, implement technical plans, and guide component development in alignment with team capabilities.
* Guided scrum teams and product owners in defining and achieving the Definition of Done. Facilitated high coding standards through thorough code reviews and adherence to coding guidelines.
* Analyzed requirements to create comprehensive system design documents, flow diagrams, and XML schema rules, ensuring clear technical instructions for development teams. Helped team to maintain high coding standards through code reviews and Code styling.
* Evaluated and recommended new tools and technologies to enhance project outcomes and maintain alignment with business goals and industry trends.
* Implemented microservice architecture for all development, fully integrated with continuous integration/continuous deployment (CI/CD) workflows using Concourse. Transformed codebase to leverage the 12-factor app design methodology.

**Client: The Home Depot, Nokia, TCS Bancs**

**Project: Multiple Applications**

**Jan 2007 – May 2012**

**Responsibilities:**

* Created detailed module design and workflow documents, ensuring thorough reviews and securing necessary approvals.
* Developed code and conducted unit testing in accordance with the Waterfall methodology.
* Implemented test cases using a Test-Driven Development (TDD) approach, leveraging JUnit and Mockito frameworks.
* Authored SQL queries to fetch and update data based on client requests.
* Documented both new and existing functionalities to maintain comprehensive project knowledge.
* Enhanced application performance, optimizing for both memory usage and processing time.
* Redesigned existing modules using Struts to improve functionality and efficiency.
* Provided technical support, handling on-site incidents and defect resolution effectively.
* Mentored new project team members, facilitating a smooth onboarding process.
* Engaged with clients regularly to understand and refine requirements, ensuring alignment with project goals.
* Played a key role in transitioning the project from another vendor to TCS, receiving commendations from clients for planning and executing a successful knowledge transfer.

**Certifications:**

* Associate Cloud Engineer – Google Cloud Certification
* AWS Certified Solutions Architect – Associate
* Certified SAFe® 5 Advanced Scrum Master (Scaled Agile Inc)
* Certified SAFe® 5 Product Owner/Product Manager (POPM) (Scaled Agile Inc)
* Professional Scrum Master I Certified (Scrum.org)
* Scrum Master Accredited Certification (International Scrum Institute)
* Project Manager Accredited Certification (International Organization for Project Management)
* Sun Certified Java Programmer (since August 2008)

**Courses:**

* Fundamentals of Analytics on AWS
* Building Language Models on AWS
* Generative AI for Healthcare - Google Cloud Skill Boost
* Generative AI Explained, Augment your LLM Using Retrieval Augmented Generation - Deep Learning Institute, NVIDIA
* Building Generative AI Applications Using Amazon Bedrock
* Building a Generative AI-Ready Organization, Planning a Generative AI Project
* Google Cloud Fundamentals: Core Infrastructure - Google Cloud Skill Boost
* MongoDB University Courses: MongoDB Basics, Mongo Java Developer, & Aggregation Framework

**Software Tools Proficiency:**

* Programming Languages: Java 8/11, J2EE, JUnit, JSP, Servlet, HTML, JavaScript, JDBC
* Frameworks: Spring (Boot, AOP, MVC, Batch), Swagger 2, Spring Fox, Cucumber, Mockito, PowerMock, Struts
* Build Tools: Maven, Gradle
* Web Services: REST, SOAP
* Relational Databases: Oracle, MySQL
* Big Data: MongoDB
* IDEs: Eclipse, Spring Tool Suite, IntelliJ
* Software Engineering Methodologies: SAFe Agile, Scrum, Waterfall
* Software Management Tools: SVN, GIT, Jira, Bitbucket, Confluence, Pivotal Tracker, Bamboo, Jenkins, Sonar, Concourse
* Cloud Implementations: AWS (EC2, S3, RDS, etc.), PCF

**Professional Experience:**

* Elevance Health Inc - Sep 2023 – Till now
* CloudQ LLC (Syrainfotek) – Feb 2018 – Sep 2023
* Tata Consultancy Services – Jan 2007 - Jan 2018

**Education:**

* Bachelor of Engineering, Computer Science, Anna University, India

**Rewards and Recognition:**

* Received Orange Handed Award Certifications for my Performance signed by the VP of The Home Depot.
* Received TCS Best Team award.
* Received Multiple Times - TCS Service Commitment Award.
* Received TCS Best CSR Performer Award.