**Ranil Kotra**

**MuleSoft Lead**

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# Experience Summary

* **13** years of experience in IT across multiple domains - Telecommunications, Travel and Logistics, Clinical and Health Care by using **MuleSoft** and TIBCO products as integration tools for providing solutions for EAI.
* Expertise in SOAP/RESTful based Web Servicesusing **MuleSoft (On-Premise, RTF, CH and CH2.0)** and **TIBCO.**
* Experience on **Mule architecture including Mule ESB, Anypoint studio, Dataweave, CloudHub, API Management, API Gateway**, Flow and various Connectors.
* Extensively worked **in Requirement Analysis, Solution design, Implementing and supporting Integration Applications**.
* Designed Standards and been Accountable for **capacity planning**, **sizing of the cores**, **performance tuning** and packaging applications in MuleSoft **Anypoint Runtime Manager**.
* Experience in designing re-usable assets and frameworks.
* Experience in promoting best practices in terms of processes, design and coding.
* Worked in different roles as **Designer, Integration Lead, Integration Developer and Support Lead** across multiple projects in Retail, Telecommunications, Travel and Logistics, Banking, Clinical and health care domains.
* Experience in designing and developing **RAML based APIs** using **Anypoint Platform**.
* Experience in building complex Mule Flows, Scopes, Error Handling strategies, Message Filters, Validation, Transformation, Message Enricher and Flow Controls.
* Extensively worked on **Dataweave** for different data transformations like converting flat file data to JSON array, tab separated data to JSON array, CSV to JSON array, XML to JSON and vice versa, working with JSON Arrays and Objects and **transforming as per the business logic**.
* Worked on flow-controlled operations, created custom functions while doing transformations, pattern matching etc.
* Experience in building complex Mule Flows, Scopes, Error Handling strategies, Message Filters, Validation, Transformation, Message Enricher and Flow Controls.
* Experienced in implementing interface **Routing, Caching, Security, Auditing and Logging**.
* Managing APIs using the Anypoint API management console by creating **proxies for Mule applications**, applying standard **policies**.
* Developed Mule flows using different Mule connectors like **Salesforce, DB, AS-400, AWS and Azure connectors**.
* Provide **technical leadership, mentoring and direction** to the **development team**.
* Expertise in using TIBCO suite of products like **TIBCO ActiveMatrix Business Works**, TIBCO Enterprise Messaging Service (EMS), TIBCO Rest JSON plugin, TIBCO Enterprise Administrator, TIBCO Hawk, TIBCO Designer, TIBCO Adapter™ for Active Database, TIBCO Rendezvous, TIBCO TEA and TIBCO Mashery.
* Strong working knowledge of **XML, XPATH and Web Services using WSDL, SOAP and RESTful APIs**.
* Experience in migrating projects from TIBCO AMX **BW 5** to TIBCO AMX **BW 6**.
* Successfully tuned TIBCO BW integration interfaces for better performance.
* Expert level skills in **TIBCO EMS installation**, **SSL configuration**, **Fault-Tolerant mode set up**, destinations configuration, performance tuning by using EMS properties configuration.
* Proficient in configuring TIBCO Administrator Domain Management like create or delete domains, adding machines to the administration domain, adding Plug-ins and modifying server settings.
* Proficient in User management, Applications management and Administrator configurations.
* Monitoring and Managing TIBCO components by configuring Hawk rules using **TIBCO Hawk**.
* Expertise in environment set up, upgrading and **applying Hot fixes** using TIBCO suite of products.
* Experience in **Trouble shooting** on deployments, debugging applications, tracing application logs in Administrator/Linux servers.
* **Experience at Onsite for 5 years**

# Honor Awards

* Quarterly winner, Customer Choice award (2022) – Coforge Limited
* Client Appreciation – Outstanding Performance (2019) – Hutchison 3 Indonesia
* Pat on Back (2019) – Tech Mahindra Limited
* Client Appreciation – Outstanding Performance (2018) – Hutchison 3 Indonesia
* Team Excellence Award (2016) – TIBCO Software India Pvt. Ltd.
* Best Performer (2015) – TIBCO Software India Pvt. Ltd.
* Valuable Team Player (2012) – Hydus Technologies (India) Pvt. Ltd.

# Technical Skills

* **Programming Languages:** Java, Unix shell scripting, Windows PowerShell scripting
* **Integration Platforms:** MuleSoft Anypoint Platform, TIBCO
* **API Development:** RAML, Anypoint API Designer, Anypoint Exchange, Anypoint API Portal, Anypoint Studio
* **Data Integration:** Data weave transformation, XPATH error handling, batch processing, SFTP
* **Salesforce Integration:** Salesforce data model, SOQL queries, Salesforce Admin certification
* **Version Control :** GitLab, CI/CD environment, DevOps principles
* **Other Tools:** Maven, MUnit, Postman, SOAP UI, Insomnia
* **Methodologies:** Agile, Jira, Agility

# Qualification

* Master’s in computer applications from Osmania University in 2010, India.

# Project Experience Summary

**Client**: Suncor Energy

**Employer**: Salesforce **Duration**: Feb 2024 – Till date

**Role**: MuleSoft Lead **Location**: Irving, Tx

**Technical Environment**: MuleSoft Anypoint Platform – API Designer, API Portal, RTF, Anypoint Exchange, API Manager, Anypoint Studio 7.16, Dataweave, GitHub, JIRA.

**Domain**: Energy

**Project Description**:RTF to CH2

This project is to set up CH2 and migrate applications from RTF to CH2.

Below are the things which have been set up as part of this migration process.

1. Environments
2. Private space
3. Private network
4. Transit Gateway configuration
5. DNS entries, updating routing tables
6. Ingress configurations
7. Datadog integration
8. GitHub actions for CI/CD
9. Performance testing

**Responsibilities:**

* Lead the design, development, deployment, and monitoring of MuleSoft artifacts on CloudHub 2.0.
* Successfully deployed and managed complex integration solutions in distributed environments. My expertise encompasses configuring, monitoring, and optimizing RTF instances to ensure high availability and scalability
* Having extensive experience in migrating MuleSoft applications from RTF (Runtime Fabric) to CloudHub 2.0
* Worked with CI/CD deployments to CH2.0 by using GitHub actions.
* Establish best-in-class MuleSoft application packaging and deployment strategies.
* Troubleshoot and resolve complex integration issues, ensuring high-quality deliverables.
* Developed and implemented integration strategies based on reusability, security, scalability, and quality principles.
* Effectively communicated with internal teams and business partners to drive successful integration projects.
* Conducted performance testing.
* Created alerts on Datadog.
* Collaborated with cross-functional teams to deliver high-quality integration solutions.

**Client**: Safelite Auto Glass

**Employer**: Apisero **Duration**: Feb 2023 – Feb 2024

**Role**: MuleSoft Lead **Location**: Irving, Tx

**Technical Environment**: MuleSoft Anypoint Platform – API Designer, API Portal, RTF, Anypoint Exchange, API Manager, Anypoint Studio 7.9, Dataweave, Salesforce, SV2, GIT Lab, Oracle.

**Domain**: Automobile

**Project Description**:CCIS

This project involves in integrating data from different insurance companies to Safelite Customer Service Representative and SV2 billing system. Whenever Customer Service Representative need to get insurance coverage related information from different Insurance providers, so that CSR’s can serve Safelite customers for scheduling jobs for repairs or replace windshields or any glass of an automobile.

All these will be done with the help of MuleSoft platform with API led architecture and reusing the services.

**Responsibilities:**

* Successfully deployed and managed complex integration solutions in distributed environments. My expertise encompasses configuring, monitoring, and optimizing RTF instances to ensure high availability and scalability
* Collaborate with cross-functional teams to document detailed MuleSoft process flows.
* Establish best-in-class MuleSoft application packaging and deployment strategies.
* Troubleshoot and resolve complex integration issues, ensuring high-quality deliverables.
* Developed and implemented integration strategies based on reusability, security, scalability, and quality principles.
* Effectively communicated with internal teams and business partners to drive successful integration projects.
* Embraced new technologies and tools to enhance functionality and streamline integration processes.
* Conducted real-time troubleshooting and provided solutions to enhance system performance.
* Collaborated with cross-functional teams to deliver high-quality integration solutions.

**Client**: Emarald

**Employer**: Brillio **Duration**: Sep 2022 – Feb 2023

**Role**: MuleSoft Lead Developer **Location**: Hyderabad, India

**Technical Environment**: MuleSoft Anypoint Platform – API Designer, API Portal, Runtime - 4.3.0, Anypoint Exchange, API Manager, Anypoint Studio 7.9, Dataweave, Azure Sharepoint Storage, Azure Cosmos DB, GIT

**Domain**: Transportation (Railways)

**Project Description**:Bid/Offer Path Request

It is a workflow designed to address train schedules between Network Rail and Train Operator with use cases includes Bid Request, Bid Offer and Offer Response. The use cases majorly involve transformation of PEX message structure to TAF TAP and vice versa. This project is an implementation of Canonical flow from PEX to TAF TAP using MuleSoft integration capabilities. The Mule API-Led connectivity enables aggregation, validation and transformation of PEX to TAF TAP message structure, and back to PEX.

**Responsibilities:**

* Developed and implemented integration strategies based on reusability, security, scalability, and quality principles.
* Effectively communicated with internal teams and business partners to drive successful integration projects.
* Embraced new technologies and tools to enhance functionality and streamline integration processes.
* Worked with application development teams and effectively translate business requirements (e.g., business case, requirement specifications, non-functional requirement specifications & use case models / user stories) into technical solutions
* Developed solution architecture and work with client IT & business teams to build consensus.
* Prepared Technical specification documents.
* Designed Standards and been Accountable for capacity planning, sizing of the cores, performance tuning.
* Designed re-usable assets and frameworks.
* Promoted best practices in terms of processes, design and coding.

**Client**: Network Rail

**Employer**: Coforge **Duration**: Jan 2022 – Aug 2022

**Role**: MuleSoft Lead **Location**: Hyderabad, India

**Technical Environment**: MuleSoft Anypoint Platform – API Designer, API Portal, Runtime - 4.3.0, Anypoint Exchange, API Manager, Anypoint Studio 7.6, Dataweave, GIT, AWS S3, Postgres

**Domain**: Hospitality and Management

**Project Description**:Quote To Cash Process

A leader in building dynamic market platforms that integrate live events and media into uniquely rich experiences, we’re in business to build your business. Each year, Emerald connects over 1.9 million customers across 142 events and 16 media properties. As true partners, we strive to apply creativity, innovation, and knowledge that meet our customers’ distinct requirements. Everything we do is grounded in data and insights, whether it’s designing the most innovative shows, keeping up-to-date with emerging trends, or knowing our markets intimately. We are thoroughly immersed in the industries we serve and are committed to supporting the communities they operate in. Consultative is in our nature. Listening is a core competency.

Emarald has planned to redesign their entire IT business landscape to remove few systems because of redundancy and opted MuleSoft as integration tool to handle enterprise integration that are needed between many systems which are involved as part of their Quote To Cash flow. And used MuleSoft as an ESB system for Asynchronous, Synchronous and Batch jobs processing.

**Responsibilities:**

* Conducted real-time troubleshooting and provided solutions to enhance system performance.
* Collaborated with cross-functional teams to deliver high-quality integration solutions.
* Worked with application development teams and effectively translate business requirements (e.g., business case, requirement specifications, non-functional requirement specifications & use case models / user stories) into technical solutions
* Understood Salesforce integration patterns and accordingly designed MuleSoft APIs.
* Developed solution architecture and work with client IT & business teams to build consensus.
* Prepared Technical specification documents.
* Designed Standards and been Accountable for capacity planning, sizing of the cores, performance tuning.
* Designed re-usable assets and frameworks.
* Promoted best practices in terms of processes, design and coding.

**Client**: TMF Group

**Employer**: COFORGE **Duration**: Oct 2021 – Dec 2021

**Role**: MuleSoft Lead **Location**: Hyderabad, India

**Technical Environment**: MuleSoft Enterprise Standalone Runtime - 4.3.0, Anypoint Studio 7.9.0, Dataweave, Azure SFTP, AWS SFTP, AWS SMTP.

**Domain**: Financial Services

**Project Description**:AstroV2 Phase1

TMF Group is one of the legal & financial advisory group based out of Netherlands which is spread across World in 120 offices. They help setup governance to their clients with their deep knowledge on the local rules & regulations and ensuring that the operational Compliance is maintained. As part of their digitalization strategy, TMF Group utilizes Enate as a strategic workflow tool and configured it to automate various processes related to onboarding new and servicing existing customers. Current solution for Astro developed in Alteryx platform is not scalable, hence MuleSoft was identified as the Integration tool to process the Excel sheet data and invoke Enate REST APIs to automate the entire process.

**Responsibilities:**

* Understand requirements by working along with Client Business Team and the Enate third party SaaS Application Vendor.
* Participate in workshops for understanding existing integration solution which is in Alteryx.
* Design solution (HLD, SSDs) and validate with the Technical Design Authority, implement and release to test environments, UAT and Production.
* Co-ordinate with the Infra/Platform Team in deploying applications to the AWS hosted Mule Runtime without any impact to the existing Batch jobs, and configuring the Elastic Load Balancer to route traffic to the Astro Applications based on Port mapping.
* Work along with the Client Architecture team in finalizing the Integration Pattern and define the scheduling strategy.
* Participate in Integration Testing and Performance testing for the API services, Production Deployment & Handover to the Application Support team

**Client**: Abcam Inc.

**Employer**: COFORGE **Duration**: Jun 2021 – Sep 2021

**Role**: MuleSoft Lead Developer **Location**: Hyderabad, India

**Technical Environment**: MuleSoft Anypoint Platform – API Designer, API Portal, Runtime - 4.3.0, Anypoint Exchange, API Manager, Anypoint Studio 7.6, Dataweave.

**Domain**: Life Sciences

**Project Description**:Abcam

Abcam growth has been the result of fast organic sales growth in conjunction with a series of business acquisitions. As a result, the IT landscape in the business has become diverse and core systems include in-house developed Admin Site (core back-office system) and PWS (Public Website), as well as Oracle Cloud solutions such as Oracle Service Cloud, and Oracle Sales Cloud. To date, integrations between these systems have been delivered via an in-house managed installation of Software AG WebMethods. However, in July 2019, MuleSoft was selected as Abcam’s strategic integration platform as a cloud-based solution using a subscription-based pricing model. The new MuleSoft platform is expected to provide a more flexible and scalable capability for delivering integrations in-house and via third party suppliers and deliver these with a lower operating cost.

**Responsibilities:**

* Architecting the technical landscape, enabling teams for design discussions and reviews and closures by promoting best practices in terms of processes, design and coding.
* Created Service Definition contracts and mappings.
* Created high level architecture/design by working with end users and other source and end system stakeholders.
* Understanding and finalizing the requirements from the clients; creating the low-level design, implement and release to UAT and Production.
* Flow creation, Contract creation, M-Unit Test Cases Writing.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: May 2020 – May 2021

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 6.6, TIBCO Studio for designers 4.0, TIBCO EMS 8.5, TIBCO ActiveMatrix BusinessWorks (TM) Plug-in for Database 8.3, TIBCO ActiveMatrix Enterprise Administration 2.3, Oracle 12C, TIBCO Mashery, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:TIBCO Micro services

3 (Tri), a leading cellular telecommunication service provider in Indonesia, managed by PT Hutchison 3 Indonesia (H3I), part of Hutchison Asia Telecom Group with annual revenue of $771.60 Million.

3 Indonesia, under the brand of ‘3’, operates licensed national network of 2G, 3G/WCDMA and 4G LTE GSM. 3 presents a mobile lifestyle experience that is supported by 4G LTE technology in 7.900 villages, 4.5G in 7.400 villages in Sumatera, Kalimantan, Sulawesi, Java, Bali and Lombok, as well as expanding 16.000 km fiber optic.

The agenda of this project is to move existing monolithic applications one by one to Micro services architecture.

We have achieved this by moving prepaid registration and payment gateway applications from BW5 to BW6 as micro services. Created new generic services for payment gateway related services in BW6 to lay down a first step for micro services, used TIBCO Mashery as an API gateway between H3I applications and DOKU payment gateway client.

**Responsibilities:**

* Participate in the architecting and design of TIBCO services processes.
* Design, build and implementation of EAI Web & Asynchronous services using TIBCO designer.
* Developing REST API TIBCO services
* Prepare Swagger documentation for REST API services.
* Preparing unit test cases and deployment release notes.
* Promotion of servies to SIT, UAT and address the defects raised by QA team.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: Oct 2019 – Apr 2020

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 8.2, TIBCO Rest JSON plugin, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:Amazon prime video

This project provides a facility for prepaid customers to buy a bundle package with internet data and Amazon prime video subscription for 1 month.

For this we have interacted with Global Digital Hub (GDH) service which is running on cloud, Global Digital Hub internally calls Amazon services.

There are three rest APIs exposed by GDH for this project, Subscription Info, Subscription Submission and Subscription Cancellation, all these APIs required OAuth 2.0 validation.

Once we call Subscription Submission API, they will call our Webservice API to get customer profile based on that they will decide whether to give subscription or not. If they want to proceed with the subscription request, GDH will call another API with payment details, then TIBCO will call the required systems to activate the data package, sends SMS to customer and BIMA in-app notification if customer is requesting from BIMA mobile app.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Delivering LLD, functional and technical mapping documents.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments and FUT as well.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: Jun 2019 – Sep 2019

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 8.2, TIBCO Rest JSON plugin, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:Live Chat

This project provides a facility to do live chatting between the subscriber who logged in Facebook messenger and OMNI agent who logged in Verint Engagement Management system.

This feature is used whenever subscriber wants to chat with OMNI agent for some query or to raise a complaint.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: May 2019 – Jun 2019

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 8.2, TIBCO Rest JSON plugin, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:OMNI Channel

The Omni channel (Verint Engagement Management) provides a unified platform for the customer giving them the 360-degree view while contacting the Customer Care. It also provides a new digital experience to the Agents.

It provides a common platform for digital, voice and community agents, including integrated knowledge management.

TIBCO exposed REST APIs to OMNI Channel (Verint EM) for various functionalities.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: Apr 2019 – May 2019

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 8.2, TIBCO Rest JSON plugin, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:Chatbot

The Chatbot project is a part of H3I’s Digital Transformation Program.

H3I Chatbot (Trixie) is an AI Chatbot which uses NLP based programming that receives questions from users, tries to understand the question, and provides appropriate answers. It does this by converting an Indonesian & English sentence into a machine-friendly query, then going through relevant data to find the necessary information, and finally returning the answer in a natural language sentence.

In other words, it answers your questions like a human does, instead of giving you the list of websites that may contain the answer. The goal is to provide H3I customers a quick and easy way to have their questions answered.

TIBCO exposed REST APIs to Chatbot for varies functionalities.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: Feb 2019 – Apr 2019

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 8.2, TIBCO Rest JSON plugin, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:P3 Trading Program

P3 is a new Trade Program which replaced the traditional trade approach.

Retailer profiling is calculated based on the revenue generation to service provider.

Product Special Price (P3) is based on levels achievement for pre-defined period (Time – Volume – Frequency).

Additional product discounting through P3 Tactical Program.

CMS Web Admin Portal is developed for configuring base P3 & P3 Tactical Prices by service provider.

This P3 program is a simplified incentive program for retailers based on the targets achieved.

Handy mobile application to check near real time performance and plan further sales strategy.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.
* Involved in Functional discussions and solution analysis.

**Client**: PT Hutchison 3 Indonesia

**Employer**: PT Tech Mahindra Limited **Duration**: Feb 2018 – Dec 2018

**Role**: TIBCO Senior Developer **Location**: Jakarta, Indonesia

**Technical Environment**: TIBCO AMX BW 5.13, TIBCO Designer 5.10, TIBCO EMS 8.2, TIBCO ActiveMatrix Administrator 5.10, Oracle 11G, GIT, Red Hat Linux and Windows 10 for client.

**Domain**: Telecommunications

**Project Description**:Minimize downtime

The objective of the Minimize downtime project is to reduce the downtime to almost zero when there is a downtime of end stream systems like LMS, SV, Comptel, PreTups etc.

This project was intended to ease the Operations support activities.

Below are the features extended/provided in Minimize downtime project

1. EMS implementation
2. Maintenance flag and Duplicate check
3. Auto cache refresh
4. Re-push mechanism
5. Revamp of major service (SIM activation)
6. EHF logging for reporting purpose

Supported LMS (Incentive system) upgrade and Single View (Billing system) upgrade from the point of TIBCO integration.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.
* Involved in Functional discussions and solution analysis.

**Client**: TUI Travel

**Employer**: TIBCO **Duration**: Sep 2016 – Jan 2018

**Role**: TIBCO Developer **Location**: Hyderabad, India

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 6.3, TIBCO ActiveMatrix Administrator 5.6, TIBCO Hawk, Oracle 11G, Tortoise SVN, Red Hat Linux and Windows 7 for client.

**Domain**: Travel Services

**Project Description**: Phoenix Program

The objectives of the Phoenix program are to replace legacy reservation & inventory systems with Anite’s @comRes and unify different selling systems under single B2B/B2C e-commerce platform Hybris. Also, move away from point-to-point integrations to towards Hub-n-Spoke architecture.

TIBCO AMX BW Product Suite is used as the EAI layer to facilitate all real-time integrations between various back-end and front-end (Hybris and Pega).

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Design, Development and Configuration of BW Processes.
* Preparing unit test cases and deployment release notes.
* Code reviews and enhancements in development.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Defect fixing, and handling change requests.
* Delivering the LLD and Deployment and Operations Guide for interfaces.
* Involved in Functional discussions and solution analysis.

**Client**: Citi bank

**Employer**: TIBCO **Duration**: Jun 2015 – Aug 2016

**Role**: TIBCO Developer **Location**: Hyderabad, India

**Technical Environment**: TIBCO AMX BW 5.10, TIBCO Designer 5.8, TIBCO EMS 6.3, TIBCO ActiveMatrix Administrator 5.6, TIBCO Hawk, Oracle 11G, Tortoise SVN, Red Hat Linux and Windows 7 for client.

**Domain**: Banking

**Project Description**: Citichecking

Global Transaction services group of Citibank offers Cash Management services to financial institutions and large corporations. Citichecking is Demand Deposit Account (DDA) and cash management application used by Citibank, North America for corporate customers. FlexCube suite has been identified as core corporate banking solution, replacing the current Citichecking DDA system, the external/internal interfaces, currently linked to the Citichecking platform, would need to be migrated to the new FCC platform. As a first step of the replacement project Core DDA, Liquidity and ACH will be in scope for Flexcube. Check issuances, and transactions (Controlled Disbursements, Same Day Reconcilement (SDR)) will be out of scope for Flexcube and will be supported by the SDR.

**Responsibilities:**

* Understanding the business requirements for designing the interfaces.
* Design, Development and Configuration of BW Processes.
* Preparing the unit test cases.
* Supporting testing in test environments.
* Troubleshooting and debugging the issues encountered in production.
* Delivering the LLD and Deployment and Operations Guide for interfaces.

**Client**: TMW

**Employer**: Hydus Technologies **Duration**: Sep 2014 – May 2015

**Role**: TIBCO Developer **Location**: Hyderabad, India

**Technical Environment**: TIBCO AMX BW 5.11, TIBCO Designer 5.8, TIBCO EMS 6.0, TIBCO ActiveMatrix Administrator 5.6, Oracle 11G, Tortoise SVN, Red Hat Linux and Windows 7 for client.

**Domain**: Retail

**Project Description**: TMW Internal Project

Replacing Integration Framework (IFW) which is a routing interface exposed by Manhattan Review with TIBCO layer.

Based on the customer details, interface makes extensive search based on the customer information. If no customer is found with given details a new Customer will be created in SFDC as well as in MDM. SFDC Gateway interface is developed to provide the details of specific operations like Get Transaction History, Get Reservation Info, Search customer etc., to facilitate sales force users.

Company specific Domain details are also maintained in Sync between MDM and SFDC.

If customer details are updated in any of the systems, it has to be synced to other systems.

**Responsibilities:**

* Involved in the design phase.
* Involved in the creation of technical design document.
* Development and deployment of TIBCO BW process.
* Writing unit test cases and unit testing the code.
* Troubleshooting and debugging the error encountered.
* Defect fixing, and handling change requests.
* Creating Web Services (HTTP Request) to interact with downstream system.
* Creating JMS receiver to interact with the upstream system.

**Client**: General Electronics

**Employer**: Hydus Technologies **Duration**: Jun 2013 – Aug 2014

**Role**: TIBCO Developer **Location**: Hyderabad, India

**Technical Environment**: TIBCO AMX BW 5.8, TIBCO Designer 5.6, TIBCO EMS 5.0, TIBCO ActiveMatrix Administrator 5.4, TIBCO iProcess Workspace 10.6, Oracle 10G, Tortoise SVN, SunOS 5.10 and Windows XP for client.

**Domain**: Finance

**Project Description**: Corporate Investment Management System

Currently Corporate Investments are managed in ATOM system. ATOM has limited functionality for investments. For example, there is no support for sales, interim coupons and limit management. Investment in new products is impossible as ATOM has limited capabilities.

To get around system limitations, manual processes were put in place globally. Different poles also use alternative systems to accomplish the job. Data consolidation and reporting are also not adequate and don’t meet the business needs.

With CIM project, investments will be managed out of a new platform (SUMMIT), while commercial paper (CP) issuance functionality will remain in ATOM.

EDM (Enterprise Data Management):

The objective of this project is to centralize the Core and Reference data into MDM data repository and distribute mainly to SUMMIT and other systems.

The immediate benefit of this implementation will provide the organization a centralized data repository framework to store SUMMIT data and eliminate data discrepancy by enforcing adequate controls.

Following are the EDM activities:

* Data Centralization
* Provide mechanism for Data Maintenance
* Provide mechanism for Data Enrichment
* Data Quality (Cleansing, Reconciliation, Certification, Business Rules)
* Provide mechanism for Data Governance
* Data Distribution to Summit

**Responsibilities:**

* Involved in the design phase.
* Involved in the creation of technical design document.
* Development and deployment of TIBCO BW process.
* Provided operations support in production environment for TIBCO iProcess.
* Writing unit test cases and unit testing the code.
* Troubleshooting and debugging the error encountered.
* Defect fixing, and handling change requests.
* Creating JMS receiver to interact with the upstream system.

**Client** : ATOS

**Employer** : Hydus Technologies **Duration** : Mar 2012 – May 2013

**Role**: Operational Support **Location**: Hyderabad, India

**Technical Environment**: TIBCO AMX BW 5.6, TIBCO Designer 5.4, TIBCO EMS 4.0, TIBCO ActiveMatrix Administrator 5.3, TIBCO Hawk 4.2, Oracle 10G, Tortoise SVN, SunOS 5.10 and Windows XP for client.

**Domain**: Health Insurance

**Project Description**: Enterprise Integration Services

ATOS has developed integrating services using TIBCO for many clients like Hewitt, Towers Watson, Citizen Netcool, Nike, New scale, AT&T, XL Capital, Dell, and EMC and so on. Whenever any one of the ATOS Client gets an issue, they will create a ticket. The clients will create tickets based on priority and severity. The primary goal of EIS Support Team is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

**Responsibilities:**

* Worked in Production environment of the interfaces. Resolved the issues during production environment to make sure the interface connectivity is done.
* Handling service requests.
* Monitoring incident details, including configuration items affected.
* Resolution and updating Knowledge Base in the event of the resolution process of an error, requiring a change, a request for change (RFC) is raised by us.
* Creating and Implementation of Hawk Rule bases.
* Provided 24/7 on call Support for TIBCO related issues.