**Santosh**

**Professional Objective**

To excel in the field of Information Technology through my innovative ideas, concept & logic while working with an organization that provides me many opportunities for growth.

**Executive Summary**

* Overall, 10+ years of experience in the IT industry and in the Mainframe technology with strong technical experience and functional experience in insurance and healthcare domain.
* Experienced in leading the Mainframe application projects that includes Requirement Gathering, Business Analysis, System Analysis, Design, Construction, Scheduling, Testing, Documentation and Implementation of Business Centric Software Application.
* I am working as a Lead Application developer, and have experience in Project Enhancement, Support and Upgradation of Project Modules using Mainframe Technologies.
* Currently working in a remote role with Atos America. My current location is Boston, MA.
* Develop and Maintain software documentation of applications (code, operation instructions & related applications) to enable other IT personnel to identify and correct issues that may arise in the execution of the application.
* Strong Experience in **COBOL**, **JCL**, **VSAM**, **DB2**, IDMS, ISPW, **CICS**, Easytreive, **MQ** Programming and various **IBM** Utilities and mainframe tools like Abend-Aid, File-Aid, CA7, Endeavor, Xpeditor and Topaz Workbench.
* Proficiency with mainframe utilities like IEBGENER, IEBCOPY, IEFBR14, Syncsort, File-Aid, etc.
* Working on a critical migration project which involves Easytrieve (EZT) programming to **COBOL** 6.2 conversion, IDMS to **DB2** conversion and CA7 to IZWS tool conversion. Estimated deadline of the project is mid of year 2024.
* Experience with code control/version using Panvalet.
* Used TSO, OS/390 and ISPF: Developed **COBOL** II and/or **CICS**/**DB2** Programs, Subprograms, **COBOL** Copybooks and Applications, **SQL** Queries, Sequential and **VSAM** files, **IBM** OS/**JCL** (MVS), PROC(s), **IBM** **DB2**, **IBM** Utilities and Job Streams for both batch and online environments on an **IBM** Z/OS Mainframe system.
* Extensive knowledge of other applications like Service Now, HP Quality Center, Lotus Note, ADO and QTest.
* Experience in **SDLC** process of Analysis, Design, Coding, Unit Testing, SIT, **UAT** and implementation experience using **Agile**, Waterfall for Client Server and Web-based application Insurance, Healthcare and LifeScience Domain industry.
* I have strong working experience in Mainframe Modernization. Migration of Mainframe system (**COBOL**/**CICS**/**VSAM**/**DB2**) to Cloud Services (Azure). Mainframe data migration, synchronization, and offloading strategies.
* Have good hands-on experience as a techno-functional analyst role for healthcare client. The requirement is to understand programs embedded in Mainframe systems and ETL Informatica team and create Business rules confluence pages to be reviewed by the product owner for verification.
* Work closely with business on defining Acceptance Criterion, Requirement Elicitation, Requirement’s prioritization, Cost Benefit analysis, Quality Assurance, conducting workshops, Business Process Improvement & Documentation, Stakeholder Communication, and **UAT** testing.
* Proactive in anticipating a risk, and work on a mitigation plan, track and communicate updates on the sprint /release progress to the project stakeholders and raise a flag in **Scrum**s of **Scrum**s as warranted.
* Assist client in developing content and training materials; recommend enhancements and identify new business requirements.
* Was involved in providing the high-level plan for Migration approach, end user communication, highlighted risks, trainings, and reporting.
* Basic knowledge of Object-Oriented programming concepts, different IDES like Eclipse, Net Beans.
* We support many different stakeholders. Experience in dealing with difficult situations and making decisions with a sense of urgency.
* Experienced in working with multiple vendors and geographically distributed teams.
* Good domain knowledge in IT Insurance, Banking and Healthcare domain.
* Use debugging skills to improve quality of code and improve application performance.
* Worked on both waterfall and **Agile** methodology. Followed all aspects of **Scrum** practices across various teams in On-site/Offshore model. **Scrum** activities included Sprint planning, Daily standup, and presentation for deliverables.
* Experience with Data Engineering MFT Platforms such as Go Anywhere, SFTP, Away Secure Transport, MOVE it, Serve-U.
* Working with Scheduling tools like CA7 and Autosys.
* Good knowledge in **UNIX** platform and Shell Scripting.
* Basic knowledge in BI Visualization and Data Analytics tools like Qlik Sense, Qlik View.
* Strong understanding of support - tickets, monitoring, processes and metrics.
* Report issues via problem tracking software and escalate to management based on severity.
* Focused and goal driven with strong work ethics, continuously striving for improvement coupled with commitment to offer quality work.
* Adaptable and a quick learner with skills to work under pressure, strong negotiation, communication, and analytical skills.
* Received multiple client appreciations for delivering on time and good quality work.
* Flexible enough to travel to client location based on project requirement. Flexible to relocate.
* A good team player with exceptionally good organizational, analytical, training, troubleshooting, and interpersonal communication skills

**­­­­­­­­­Skill Summary**

|  |  |
| --- | --- |
| **Programming Languages** | COBOL, JCL, VSAM, DB2, CICS, MQ, Easytrieve. |
| **IBM utilities tool** | ISPW, Topaz Work Bech, Abend Aid, File Aid, Endevor, Xpeditor, IDCAMS, SORT, IEBCOPY, IEBGENER, Attache Extra X treme, BIM EDIT, and BIM FAQS |
| **Databases** | DB2, VSAM, RDBMS, Oracle 10g/9i/8i, MS SQL Server 2000 |
| **MFT Application** | Go Anywhere, Secure file transfer process (Axway), Moveit, ServU. |
| **Reporting** | Confluence Wiki tool, Smartsheet, Office 365 (Word, Excel, Visio and PowerPoint) |
| **Operating Systems** | DOS, Windows, UNIX/AIX, IBM Mainframe Z/OS, VSE |
| **Domain Knowledge** | Insurance, Banking and Healthcare |
| **Software Tools** | TSO ISPF Z/OS, SQL Developer, Toad, Data Loader, Putty, ENDEVOR, CA 7, Kleopatra, File Encryption, Ultra Edit, Notepad plus and Topaz Workbench. |
| **Requirement/Defect Management** | Service now, HP Quality Centre, JIRA, Lotus Notes, and BMC |
| **Methodologies** | Waterfall, SDLC, Agile Scrum |
| **Machine** | Citrix, Virtual Desktop |

**Certifications, Trainings and Achievements**

* Internship training for RHCSA (Red Hat Certified System administrator).
* ITIL v3 Training and Information Security Certification, Zensar Incorporated.
* Basic Insurance Domain Knowledge certification.
* **Agile** Training
* Salesforce training
* Kubernetes training is in progress.
* Data engineering MFT platforms: Go Anywhere, SFTP, Axway.
* Received Customer Centricity award from Humana client for completing the first phase of Mainframe tool migration as part of Modernization project.
* Received Annual excellence Global award for Budding Innovator in Zensar Technologies.
* Received Quarterly Award for Customer Centricity category in Zensar Technologies.
* Received Spot Award for delivering the project on time.

**Professional Experience**



**Atos America Boston, MA, USA**

Lead Application Developer **Jan 2023-Present**

**Project** **: Humana inc. (Health Care Domain)**

**Role: Technical Lead**

**Project Summary**

Humana is a American Health Insurance company. It is the 4th largest insurance provider in the United States. Currently, Working in RQUW application which involves enhancing the currently existing application through project request, work request, change request. Along with enhancements, we do provide production support.

**Role Description**

* Attending project kick-off meetings, capturing requirements, conducting impact analysis of requirement and Providing Analyze deliverable, Sizing for development and support efforts, test strategy and timelines based on impact analysis.
* Preparing high level design and low-level design documents for the flow of changes based on the analysis as per the Quality Procedures and Standards.
* Domain expertise in Group Enrollment and renewal, Payer Function like Provider Contract and Pricing methodologies, Claims Adjudication and Claims Payments.
* Maintaining timesheets and ensuring all the deliverables from Design to Rollout Phase with reliable quality.
* Coding and Development/Enhancement of Application using **COBOL**, **JCL**, **CICS**, **DB2**, **VSAM** and Easytrieve programming.
* Working on a critical migration project which involves Easytrieve (EZT) programming to **COBOL** 6.2 conversion, IDMS to **DB2** conversion and CA7 to IZWS tool conversion. Estimated deadline of the project is mid of year 2024.
* Creating technical documentation which includes program flow specification, copybook layout etc.
* Conducting, design and code review meetings with Project Tech Lead and Architect for the Rating, Quoting and Underwriting applications.
* Demo and walk through of new implementation with business partners and project teams.
* Implementing production releases and fixes coding/system defects identified during **UAT** (User acceptance testing) and SIT (System integration testing).
* Functional/Non-functional user story grooming, tech user story vetting sessions with standing **Agile** team and release planning.
* Coordinating and working with offshore team to explain project requirements and getting the deliverable on timely manner. Also, Providing Knowledge transfer to team members.
* Participating in all the release management activities and providing description of project, back out plans and implementation of enhancements into real time environment.
* Involved in production support activities during warranty period after project goes live.
* Participate in review meetings of various deliverables (Code review, Design review, Test Strategy document, Implementation plan etc.) for releases/projects.

**Atos America, Boston, MA, USA**

Lead Application Developer **Nov 2022-Jan 2023**

**Project** **: Money Services Inc. (Life Science Domain)**

**Role: Sr. Mainframe Application developer and Techno functional analyst**

**Project Summary**

Aegon's businesses focus on life insurance and pensions, savings and asset management products. The group is also active in accident and supplemental health insurance and general insurance and has limited banking activities. Aegon has major operations in the United States (where it is heavily represented through [World Financial Group](https://en.wikipedia.org/wiki/World_Financial_Group) and [Transamerica](https://en.wikipedia.org/wiki/Transamerica_Corporation)), the Netherlands and the United Kingdom.

Projects involves enhancing the currently existing application through project request, work request, change request. Along with enhancements, we do provide production support.

**Role Description**

* Software Engineering Skills like **SDLC** process to design, develop & test high quality software’s that meets or exceeds customer expectations, reaches completion within times & cost estimates.
* Familiar with Policy System, Billing/Collections, Product System, Reports/Processing and Agency/Commissions functionality within Policy Admin System.
* Analysis of requirements for new project and impact analysis.
* Understanding project scope from Business requirements, Preparing of component design, Enhancement of **COBOL** code and Unit test plan of module.
* Preparing estimates and design document as per the project requirement.
* Successfully managed and resolved technical and project related issues and conflicts.
* Development of code as per the business requirements.
* Coding and development/enhancement/modification of new/existing programs in **COBOL**, **CICS**, **VSAM**, **JCL** and Easytrieve.
* Unit testing and system integration testing of the developed code. Participated in usability system testing of programs.
* Providing fixes to the issues identified in testing phase.
* Packaging of the developed component to be deployed in production environment.
* Providing **UAT** support and defect resolution.
* Analyze and review actual service performance against SLAs.
* Provide weekly operational reports to the stakeholders on Service performance, SLA Adherence, opportunities for improvement.
* Tools hands-on –Visual Studio 2019, Microsoft **SQL** server 2016, Blue zone Mainframe, BMC Control-M.

****

**Zensar Technologies Ltd. Westborough, MA, USA**

Lead Software Engineer **Nov 2019 - Nov 2022**

**Project : Versant Health (Powered by Davis Vision and Superior vision)**

**Domain: Healthcare**

**Role: Mainframe Programmer and Techno functional analyst**

**Project Summary**

Versant Health is an industry leading managed Vision Care Solution. In addition to delivering quality routine vision and corrective eyewear, Versant Health offers a full spectrum of medical management. From utilization management to medical claims review, we help to manage cost throughout the care continuum. Projects involves enhancing the currently existing application through project request, work request, change request. Along with enhancements, we do provide production support.

**Role Description**

* Handled and lead the Mainframe and Data engineering team of seven people.
* Analysis of requirements for new project and impact analysis.
* Involved in Enhancement cycle and Production support activities.
* Working with Cross functional teams for discussions of new changes and other impacts.
* Collaborated & coordinated with key Business Stakeholders to gather and analyse business requirements and proposed solutions to automate the process by performing gap analysis.
* Understanding project scope from Business requirements, Preparing of component design, Enhancement of **COBOL** code and Unit test plan of module.
* Worked on business requirement documentation and have proactively meetings with client management system (CMS) team to understand requirements.
* Worked with Customer development management (CDM) team for documentation of electric enrollment of file feed turnover which includes setting up new group code, file type, program name, platform, Logical Record size and Block Size of the file, Special Parameters and Frequency of the file.
* Successfully managed and resolved technical and project related issues and conflicts.
* Created analytics/ reports for the managing day-to-day business activities, Key Performance Indicators, and strategic planning for the top management.
* Preparing estimates and design document as per the project requirement.
* Analysis and documentation in confluence pages of Mainframe applications written in **COBOL**/ /**JCL**/EAZYTRIEVE/**CICS**.
* Development of code as per the business requirements.
* Coding and development/enhancement/modification of new/existing programs in **COBOL**, **CICS**, **VSAM**, **DB2**, **JCL** and Easytrieve.
* Code **JCL**s to receive data files from upstream applications through FTP.
* Expanding of copybooks to include new fields
* Unit testing and system integration testing of the developed code. Participated in usability system testing of programs.
* Involved in the creation of new **CICS** screen/transaction and entering the transaction entries and tables to automate a time-consuming process. Worked on various module
* Providing fixes to the issues identified in testing phase.
* Packaging of the developed component to be deployed in production environment.
* Planning and tracking of all the enhancement work orders and production logs.
* Well-versed in Mainframe tools like Endevor, SPUFI and EXPEDITER.
* Experience in working in Job Scheduling/reporting with applications in CA-7 scheduler.
* Fixing batch abends and online abends, involved in Prod, Dev and Model environment.
* Daily, Weekly and Monthly health checkup.
* Successfully managing client expectations and providing a quality solution on time.
* Taking the lead on the key communications with the business users and client management to update the major incidents, service requests and corresponding business impact.
* Identify delays or bottlenecks using proprietary and vendor tools and resolve or escalate.
* Working with Cross functional teams for discussions of new changes and its impacts
* Client co-ordination, analysis of application incidents and resolving them.
* Took lead on major releases and successfully deployed them.
* Batch Processing and monitoring of jobs.
* Provided 24/7 Production Support to Mainframe System, which includes support during night batch run, providing temporary fix to **JCL** is during batch abends to avoid delay. Worked on High priority tickets.
* Contributes significantly to the Managed File Transfer (MFT) strategy by identifying and developing platform improvement and process improvement opportunities.
* Monitor all automated file transfers for failures and resolve issues.
* Configures secure file transfer (SFTP) definitions to securely deliver files to intended destination
* Creating, updating, and modifying the **SQL** database, Managing the **SQL** database for all the manual and Automated Job setups.
* Experience with MFT Platforms such as Go Anywhere MFT, Axway Secure Transport, MOVEit, Serv-U.
* Work with various internal teams to onboard trading partners and maintain a secure environment.
* Hands on experience on Integrating file transfers with legacy platform.
* Experience with Azure, particularly with load balancing.
* Experience with data translation/transformation and compression/encryption.
* Experience with file transfer monitoring and issue triage.

**Zensar Technologies Ltd. Pune**

Software Engineer **Sep 2016-Nov 2019**

**Project : Extended Warranty, Assurant Solutions**

**Domain: Insurance**

**Role: Mainframe Developer**

**Project Summary**

Assurant, Inc. has been in business since 1892. It is a premier provider of specialized insurance products and related services in North America and selected other markets. It is a fortune 500 company with ~20 billion in assets, $7 Billion in Revenue. Assurant has more than 13,000 employees worldwide. Assurant operates in 11 countries, with 1 million clients in the US and more than 200,000 local agents. Assurant Solutions founded in 1999 through merger of American Security Group and American Bankers Insurance Group. It was re-branded to Assurant Solutions in 2004 after Assurant IPO.

Assurant Solutions being the US leading provider of creditor insurance, extended service contracts, warranty Insurance and pre-funded funeral insurance. Assurant Solutions companies develop, underwrite and market specialty insurance, extended service contracts and other risk management solutions in collaborative relationships with leading financial institutions, retailers, automobile dealers, utilities and other entities.

**Role Description**

* As a team member I was actively involved in the below phases of project:
* Major role in implementation of EW Accounting project.
* Supported end users to provide the preparation and scheduling of program modifications and user requested enhancements.
* Involved in Enhancement cycle and Production support activities.
* Analyzed, designed, and created new **JCL**, PROCs for daily, monthly & yearly Reporting purposes.
* Analysis of requirements for new project and impact analysis.
* Preparing estimates and design document as per the project requirement.
* Development of **COBOL** code as per the business requirements.
* Creation of new DSN using File-aid option and IDCAMS utility.
* Develops unit and unit integration test plans and procedures. Validates that developed/enhanced components meet application requirements and performance goals.
* Beta testing and getting the issues fixed and deployed.
* Ensure on-time releases that meet or exceed Quality Goals and Customer expectations.
* Handling user queries related to reports, daily job schedules/Database management and providing the solutions within the specified SLAs.
* Providing fixes to the issues identified in testing phase. Providing **UAT** support and defect resolution.
* Packaging of the developed component to be deployed in production environment.
* Upgrade system and corrects errors to maintain system as part of the IT Software Development Process after implementation
* Implement or modify procedures and/or processes to seek business issues considering alternatives and limitations, environment and desired results
* Provide production support for the deployed project until it is stabilized.
* Daily and Weekly status reporting.

**Zensar Technologies Ltd. Pune**

Software Engineer **Feb 2014-Sep 2016**

**Project : Agent Desktop (ADT), Assurant Solutions**

**Domain: Insurance**

**Role: Mainframe Programmer**

**Project Summary**

Assurant, Inc. has been in business since 1892. It is a premier provider of specialized insurance products and related services in North America and selected other markets. It is a fortune 500 company with ~20 billion in assets, $7 Billion in Revenue. Assurant has more than 13,000 employees worldwide. Assurant operates in 11 countries, with 1 million clients in the US and more than 200,000 local agents.

**Role Description**

* Worked extensively on analyzing existing applications and project requirements.
* Requirement analysis and design document preparation.
* Analysis of requirements for new project and impact analysis.
* Understanding business requirements, preparing component design and unit test plan for module.
* Preparing estimates and design document as per the project requirement.
* Development of code as per the business requirements
* Unit testing and system integration testing of the developed code.
* Created Copybooks and Easytrieve.
* Performing data conversion from IDMS to **DB2**.
* Knowledge of IDMS and help in understanding how to extract and map the data from IDMS to **DB2**.
* Export, mapping and field/data representation of the data being converted to **DB2**.
* As a developer, I designed, coded and tested **COBOL** batch programs and stored procedures for the entire Claims DCB system which include forward and reverse transactions for claim processing.
* Providing fixes to the issues identified in testing phase.
* Packaging of the developed component to be deployed in production environment.
* Providing **UAT** support and defect resolution.
* Analyze and review actual service performance against SLAs.
* Provide weekly operational reports to the stakeholders on Service performance, SLA Adherence, opportunities for improvement.

**Education** 

* 4 Years Bachelor’s Degree - Bachelor of Technology in Computer Science & Engineering (CSE).

**Key Strengths**

* Decision-making & risk-taking capability.
* Good Team player.
* Do not give up under pressure.
* Strong Analytical Skills.
* Quick learner.