**Project Description and Job Role/Responsibilities:**

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| **Project/Assignment** | DFS AMS Payments |
| **Project/Assignment Description:** | Application Managed Services – Payments Support  Team Lead of the AMS Payments for the Below Application:  Magic (Managed accounts get incredible care)  MAGIC is front end of repository for Discover Network that stores Information about Issuer, Acquirer, Acquirer processors, and Issuer processors.  WMB (Web Merchant Boarding)  Web Merchant Boarding is an application that provides web-based interface to board Merchants to Discover network.  Guardian 4  Guardian 4 is fraud detection application which runs on different rules defined as per system requirements.  Verify +  Verify + is Web Based application which allows Merchants, acquirers and Fraud Service provide to check Data elements for Card not present (CNP) transaction against information with Discover Verify+ Website and provide secure access through Discovernetwork.com.  Boomi Support:  Boomi specializes in integration platform as a service, API management, Master Data Management, and data preparation.  RTAU (Real Time Account update):  RTAU Application fulfill the demand for merchants/acquirers/issuer and provide real time account update for CoF/reoccurring transactions for Pulse/Discover Debit, application will receive debit card account update file from DN Account updater services and provide services during authorization of transactions for Pulse. Discover Debit. |

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| **Job Duties:** | | |
| **Detailed job description** | **Tools & Technologies** | **% Time Involved** |
| **1. Project Management**   * Oversee the project team, ensuring they worked effectively and collaboratively to achieve project goals. This involved considering interdependencies and resource allocation to ensure alignment with the organization's strategic objectives. * Monitored project progress, tracked key performance indicators (KPIs), and ensured the project stayed on course. * Managed risks and issues proactively identified potential problems and implemented mitigation strategies. * Ensured adherence to quality standards and industry regulations. * Resolved escalated issues and conflicts within the project. * Communicated with stakeholders, including providing status updates and addressing concerns. * Tracked project KPIs (cost, schedule, scope) for performance assessment and decision-making. * Acted as a servant leader, removing obstacles, and facilitating team goal achievement. * Collaborated with DevOps teams to streamline deployment processes and implement CI/CD practices. * Ensured project compliance with industry-specific standards. * Managed security patching activities to maintain software and infrastructure security. * Led change management processes with a focus on documentation and controlled implementation. * Maintained effective stakeholder communication, emphasizing compliance and security importance, and addressing concerns. * Prepares project status reports and keeps management, clients, and other stakeholders, informed of project status and related issues.   **2**. **Technical Role and Responsibilities**   * Identifying the job failure related to connectivity, Space issue, System issue, accidental kick off and analyze root cause and fix the issue in production. * As a member of the project team, conducts research, data analysis, and implementation for consulting projects. * Perform RTAU, BOOMI, DN Fraud and WMB component enhancements using spring boot, AWS, Spring Batch, Shell Scripting and STS. * Implementation plan execution ownership for any planned upgrades/Software installs, monitor all critical applications and ensure that the batch completes on time and all the applications are up and running. * Responsible for assisting the external vendors, merchants, acquirers, issuers as-well-as internal Discover teams on issues identified during testing and making them agree on a resolution in terms of supporting the Discover from both an operational and technical perspective. * Is responsible for unit testing, contributing to integration testing, and/or the design and delivery of end-user training. Completes implementation tasks leveraging proficiency in GitHub, Jenkins, and GitHub. * Creating high level design and impact analysis document discussion with architectural team, ensure the smooth and efficient system performance for all infrastructure as well as application changes in RTAU, BOOMI and WMB area. * Support Disaster Recovery exercises, Network/hardware upgrades. * As a member of the project team, conducts research, data analysis, and implementation for consulting projects. * Develop technical documentation and project manuals for enhancements.   **3**. **Production Support and Maintenance Responsibilities**   * Functional and methodological capabilities in testing and training DFS specific tools like ServiceNow, Postman, STS, SecureCRT, AppDynamics etc. * Proactively monitor the incident and job monitoring systems to identify delay with critical applications and take required corrective actions. * For delay due to production system issues like infrastructure/network down, raised with concerned teams and resolve issues. * Demonstrates progressing skills in building solutions and in optimizing and improving a client’s applications and systems. Worked closely with system architects and SME’s to assists with research and data analysis for consulting projects. * Monitoring Monthly and weekly jobs, long running instances. * Keeping jobs on Hold/Release as per weekly maintenance activities on business request.   4. Level of Client Contact and responsibilities   * Initiates and maintains client relationships. * Conduct daily stand-up meetings with the team to provide them updates about the issue in production and statistics for the current health of the Production environment. Responsible to provide Postproduction validation of the changes done in the critical processing. * Responsible to have weekly contact with the Discover Project Manager (Client) to update status on the multiple systems that he will be handling. * Responsible to involve the Discover Project Manager (Client) on ad hoc basis for any issues or critical issues which can impact the service line agreement of Discover Financial services. With external service provider as well as information being send out to credit bureaus. | • SAFE Agile development methodology  • Capgemini Unified Project Management Method  • ServiceNow  • MS Office  • Data Analysis  • Data visualization  • SQL  • Java  • Payment Domain Expertise  • Spring Data  • AWS  • Unix  • Shell Scripting  • SQL  • ELK  • APM Tools  • Autosys  • ServiceNow  • GitHub  • Jenkins  • Postman  • Open shift  • Dev Ops | **30%**  **45%**  **15%**  **10%** |