

Jagan Pazhaniyandi

Software Engineering Manager

20+ years of experience in Consulting & Engineering Manager for various companies across the technology landscape in Digital Transformation, Modernization, Infrastructure Modernization, Customer Experience. Over the years have worked across different streams - Tech Leading, Design & Development, Solution Analyst, Product Management, Enterprise & Application Architecture in an Onsite-Offshore Delivery Model, Agile/Safe Agile Mode for a variety of products and applications.

WORK EXPERIENCE

Beyond

Software Engineering Manager

Dallas, Texas | June 2022 - current

- Managed three teams in Beyond, achieving a **20% improvement in customer satisfaction** by optimizing warehouse and return systems
- Led application development and support for U.S. Fulfillment Centers, centralizing operations and ensuring the daily handling of **1,000 orders with increased efficiency**
- Delivered **\$560K annual savings** by implementing an in-house liquidator onboarding process, reducing warehouse labor and shipping costs
- Managing the Reverse Logistics Projects to **support \$500M** Covering all of USA
- Reengineered warranty processes **saving \$350K** and enhanced warranty shopping experience, reduced **resolution time by 10 hours**, and improved **efficiency by 17%**
- Engineered onboarding workflows for Angi and streamlining the installation process to boost conversion rates and enhance the customer experience, **driving a \$3.4 million contribution margin**
- Transitioned to a generative AI Platform for chatbot and SMS reducing support tickets by **30%** and boosting satisfaction rates
- Built Various Projects with Overstock's transition to Bed Bath and Beyond ensuring smooth operations and 100% business continuity

Argano Keste

Senior Technology Consultant

Dallas, Texas | May 2013 - June 2022

- Led 15+ client implementations across diverse industries (Symantec, Thermo Fisher, Western Union) in an consulting environment. Gained experience working with a wide range of technologies
- Converted business goals into features for SAFe Agile, driving pre-planning, socialization, and deep dives. Enhanced business alignment through 3+ PI Planning cycles
- **Reduced delays by 80%** by implementing a payment guideline validation engine

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SKILLS

Leadership & Management:

- Technical Leadership, Strategic Planning, Agile/Safe Agile Methodologies
- Stakeholder & Client Relationship Management, Team Building & Mentoring
- Technical Analysis & Application design
- User Story Grooming , planning sessions and prioritize development stories among teams.

Specialized Knowledge

- Microservices Architecture
- Warehouse Management Systems WMS (HighJump/Körber), Bartender, Transportation Management Systems TMS (Blujay), Reverse Logistics
- Work with Ui/UX Teams to define User Interfaces that are aligned with Business Visions

Technical Expertise

- **Cloud Platforms:** AWS (Lambda, API Gateway, ECS, DynamoDB, EC2), GCP
- **Programming & Frameworks:** Java, Spring Boot, REST APIs, Oracle ADF/WebCenter, Angular, Node.js, React, Next.js

- Designed a centralized Single Entity Store at Western Union, optimizing payment processing costs and faster payments to end users
- Streamlined bank data services with the 'Find a Bank' microservice, cutting development hours by **40%**
- Led the upgrade of *Enterprise Products'* entire suite of Oracle products from 11g to 12c version as Delivery Manager/Technical Lead
- Led the implementation of the Oracle Coherence Cache enabling all applications to access location, customer, and equipment data. This integration resulted in a **4x improvement in performance**
- Led the development of a web application for *Thermo Fisher* using Oracle Middleware stack that supported 2,000 users at launch, enabling tailored views, secure dashboards, and global inventory reports
- Designed and developed Portal and Content Server for *Enterprise Products*, providing a centralized platform for 8,000 employees across all departments to collaborate and access critical content
- Developed Portal for Schreiber, enabling internal teams to collaborate, publish blogs, discussions, and announcements, enhancing communication and knowledge sharing across the organization
- Created a single destination Oracle Webcenter portal for Symantec, enabling seamless navigation across enterprise services

- **Database:** Oracle DB, MySql, Postgres, DynamoDB, MongoDB
- **DevOps Tools:** Jenkins, Maven, SonarQube, Checkmarx
- **Enterprise Tools:** Oracle ADF, Webcenter Portal, Content Servers, WebLogic, Oracle Coherence Cache, Redis Cache, Kafka, Pulsar, RabbitMQ, Elasticsearch, REST services, GraphQL
- **Warehouse Management Systems:** HighJump/Körber, Blujay/Parcel/E2Open Transportation Management Systems TMS Systems, Bartender, Rebus

Cognizant Technology Solutions

Senior Associate Consultant

June 2004 - May 2013

- Orchestrated the migration of custom application suites to Oracle Ecosystem, serving as a pivotal liaison among Datawarehousing, QA, and Development teams. Led a team of 20 members in onsite-offshore
- Design & Developed a Visibility Tool for business to track shipments. The tool enhanced visibility and resulted in significant improvements in the shipment tracking process
- Design and Developed portal for BP & GM that allowed Schneider to request Inbound Transportation of their supplier base. This application managed various EDI Workflows provided purchase order visibility
- Identified root cause analysis for support tickets to identify potential fixes resulting in cost savings and faster efficiency of warehouse processes
- Maintained 6 High Jump warehouses for companies such as Wal-Mart, Kohls, Target & Family Dollar and established a production support model for applications handling warehouse management
- Led a team of 6 in creating a Pricing app that captures, processes, and responds to custom requests for quotes. This tool was used to price the North American market

EDUCATION

**Bachelor of Engineering
Information Technology**

PSG College of Technology

2000 - 2004

India

CERTIFICATIONS

- **AWS Certified Solutions Architect – Associate**
- **AWS Certified Developer – Associate**
- **Oracle Application Development Framework 11g Certified Implementation Specialist**