**Jagan Pazhaniyandi**

Dallas, TX | 3109104447 | jagan.pazhaniyandi@gmail.com | linkedin.com/in/jaganpazhaniyandi/

**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.

**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 prioritizing development stories among teams.

**Specialized Knowledge**

* Microservices Architecture
* Warehouse Management Systems WMS (HighJump/Körber, Blujay, Bartender, Transportation Managemetns Systems TMS), 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
* **Database**: Oracle DB | MySql | Postgres | DynamoDB | MongoDb
* **DevOps Tools**: Jenkins | Maven | SonarQube | Checkmarx | Docker | Kubernetes
* **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 TMS Systems | Bartender | Rebus

**Work Experience**

**Beyond,** Dallas, Texas, **June 2022 - Current**

**Software Engineering Manager**

* Managed three teams in Beyond, achieving a 20% improvement in customer satisfaction by optimizing warehouse and return systems across e-commerce sites Overstock.com, BedbathandBeyond.com & Zulily.com
* 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 streamlined 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,** Dallas, Texas, **May 2013 - June 2022**

**Senior Technology Consultant**

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

**Cognizant Technology Solutions, June 2004 - May 2013**

**Senior Associate Consultant**

* Orchestrated the migration of entire application suites to Oracle Ecosystem, serving as a pivotal liaison among Datawarehousing, QA, and Development teams. Led a team of 20 members 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.
* Built 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.
* Built 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, India

**Certifications**

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