

Jayakumari Mani

E-mail id: jayakumari.mani@gmail.com

Mobile No: 8482348961

TECHNOLOGY LEAD

EXPERIENCE SUMMARY

- IT experience with **8.2 years** of dedication to web applications **Java, J2EE** ,and **Campaign Management** tools Chordiant Marketing Director and Affinium-Unica
- Performed various roles during my career including Technology Lead,Technology Analyst, Senior Software Engineer developer and production support member .
- Proven track record of technical and managerial skills with the ability to work both independently and in a team
- 3+ years of dedicated experience in Campaign Management tools
- Specializes in Campaign Management Tools Chordiant Marketing Director and Affinium-Unica, Java, JSP, Struts,Hibernate,Servlets Sybase ,ORACLE 9i and Unix Shell scripts
- Received Bravo Award
- Received Award for Excellence-Most Spirited Team
- Received Award for Developing Reuse Component Data Loader
- Received Award for Submitting Reuse Ideas-Unix Utilities
- Excellent Inter- personal and communication skills

ONLINE CERTIFICATION

- | | |
|----------------------------------|---------------------|
| • Algorithmic Toolbox-Coursera - | March -2020 |
| • Spring Boot 3-Amigoscode- | Dec -2022 |
| • Java Basic Certificate - | HackerRank-Jun-2020 |
| • JavaScript Basic- | HackerRank-Jun-2020 |
| • SQL Basics- | HackerRank-Jun-2022 |
| • SQL Intermediate- | HackerRank-Jun-2022 |
| • Frontend Fundamentals- | Purple-May-2020 |

JOB TITLE HISTORY

INFOSYS TECHNOLOGIES LTD

- Technology Lead(From Jun 2011 to Oct 2013)
- Technology Analyst(From Oct 2009 to Jun 2011)
- Senior Software Engineer(From Feb 2008 to Oct 2009)
- Software Engineer(From Jan 2006 to Feb 2008)
- Software Engineer Trainee(From August 2005 to Jan 2006)

EDUCATION DETAILS

Bachelor of Technology (2001-2005)

Completed from Madras Institute of Technology (**Anna University**), Chennai, with **7.9/10 CGPA**

Higher Secondary Course - Mar 2001

Completed from SRI SANKARA VID MHSS, PAMMAL, with **89.33 %** marks.

Matriculation Examination - Mar 1999

Completed from SRI SANKARA VID MHSS ,PAMMAL, with **88.45%** marks (First Class).

TECHNICAL SUMMARY

Programming Skills	:	Java,J2EE, Spring Framework, Struts, Hibernate, Servlets, JavaScripts, HTML, CSS, ShellScripts, Oracle 9i, Sybase
Campaign Management		
Tool	:	Chordiant Marketing Director 5.6, 6.1, Affinium-Unica
AppServer/WebServer	:	Weblogic 8.1 , Weblogic 9.2, Weblogic 10
Operating Systems	:	UNIX, Windows XP / NT
Databases	:	Oracle 9i, Sybase
Tools	:	RAD, Eclipse, ANT, QA4J, Toad, ASE ISQL , Visual Source Safe

Interpersonal Skills

Flexibility/Adaptability Moving across technology , Worked in different Applications which involve different technologies like Java , Unix , Oracle and Sybase
To strive for excellence in all the actions and being passionate to take new responsibilities.
To desire to add value by exploring and learning new areas.
To be keen to know the intricate functional details of work.
Team spirit.
Hard work.
Anchoring in team activities
Estimation, planning/tracking done independently
Took technical as well as domain sessions at Account level.

ENGAGEMENT OVERVIEW

Employer	:	INFOSYS TECHNOLOGIES LTD	
Client	:	Belgacom , Leading Telecom provider in Europe	
Project	:	Prism new Initiative	
Role	:	Maintenance and Development	Feb 2011-Sep 2013

Global offer for corporate customers and Network service group are the web applications by which the customer service people can create groups by which a set of products can be activated , swaped, and de activated- on the members.

Responsibilities:

- Trained new resources and Handled 3 member team
- Fixing Production Issues quickly
- Done detailed design for some of the Screens
- Done coding, Testing and also mentored new resources
- Delivered projects in time

Environment:

Struts,Hibernate,Sybase.

Employer : **INFOSYS TECHNOLOGIES LTD**
Client : **Belgacom** ,Leading Telecom provider in Europe
Project : Bill Image
Role : Production Support and Development **Dec09-Jun2010**

Achievement: Received appreciation from client for delivering projects without any defects.

Bill Image is one of the Technical Project to display structured billing information contained in Proximus billing documents through a new standalone web-based GUI which will be launched from Contact management System(CMS). BIM provides the same billing information as it is available in the PNI GUI, but presented in a lay-out that is closer to that of the printed documents.

IPR (Invoice pull Request) is an application that maintains the list of customers (accounts) whose invoices were printed separately, before the rest of the bills are printed, for close inspection by the internal users (CS).

Responsibilities:

- Maintained the Project Single handedly
- Fixing Production Issues quickly
- Following PQM (Product quality metrics) Standards while developing new screens.
- Identified components which can be reused in the project and used the same owned by Infosys which in turn helped in saving Effort
- Done detailed design for some of the Screens
- Done coding,Testing and also mentored new resources
- Delivered projects in time
- Followed all quality related process strictly which helped in improving the quality of the delivery,also documentation was done at each and every stage which would be useful for future reference

Environment:

JAVA, Struts,JSP, Castor, Oracle 9i.

Employer : **INFOSYS TECHNOLOGIES LTD**
Client : **Belgacom** ,Leading Telecom provider in Europe

Project : **Campaign Management Tool**
Role : Developer,Support member **Jul 06 – Nov 09**

Chordiant Marketing Director (CMD)is a marketing automation suite that provides analysis, planning, executing and tracking of one-to-one marketing campaigns across multiple customer touch-points. Campaign is Sending a

message to a target group of contacts through a communication channel at a certain time to expect a specific behavior from the contact.

Based on increasing market pressure which requires well orchestrated use of all channels, Faster and more output, less manual effort, and right offer at the right time to the right customer, Chordiant Marketing Director was replaced by Affinium, Unica.

Developed Campaign Contacts Application which is a web based GUI used by the customer service to check the list of customers targeted within a certain period.

Developed Prospects Search Application which is a web based GUI ,used by the customer service.This involves management of prospects and also to be able to support specific acquisition or win back campaigns towards Competition customers in chordiant.The CS would search prospects on MSISDN where they can view current opt-in status for Outbound call, SMS and Email ,as well as Modify opt-in status for Outbound call, SMS and Email.

Campaign Analytics is a stand-alone Java program which is used to publish the campaign notification messages and receives the acknowledgements to and from the notification layer .Campaign notifications originating from different channels are to be sent to Notification Handler component. Notification handler is an integration layer component that uses PxCLMM format to communicate with other components. UNICA product is being used as campaign manager and will notify the campaign messages to the interested downstream applications. As UNICA does not have JMS capabilities, Campaign Analytics application will act as a gateway between this campaign manager and notification handler.

ACCEPT(Automated Campaign Channel Event Procurement Tool) is a Standalone java program to automate the Response Handling for Campaigns where the Marketing Initiative/Activity is an Offer/Promotion and the benefit is realized by Activating a PNI Optional Product.It involves Receive campaign response (Business interaction), Send order to PNI and Receive order capture status from PNI.

POCM(proximus outbound campaign manager) is a web based GUI used to managing outbound campaigns.

Responsibilities:

- Maintained the project single handedly
- Error handling and Bug fixing
- Involved in the development work and handled a team of 5 members for designing new interface for **Affinium Unica** to replace the existing **Tibco** Interface in Java.
- Developed many Test Programs to test the interfaces.
- Trained the resources to follow all standards and Process.

Environment:

Chordiant Marketing Director 5.6,Chordiant Marketing Director 6.1, Affinium-Unica,Java,Servlet, Korn Shellscripting, awk programming,Oracle 9i,XML beans,weblogic 8.1.

Client : **Belgacom ,Leading Telecom provider in Europe**

Project : Customer Database(CDB)

Role : Developer,Support Member

Feb 06– Jun 06

Customer database is a web based application Maintaining the central database for Business customers of Proximus. Grouping Information from Different Sources like External Data Provider, PNI etc.They own business

customers related information. Interface to all other applications, which needs Business Customers information through Operational Data Store.

Responsibilities:

- Involved in development, done coding and testing.
- Used RPT for testing.

Environment:

Weblogic 8.1,Java, Servlets, Oracle 9i, Sybase,korn shell scripting,HTML,JavaScript.

I hereby declare that the information furnished above is true and correct to the best of my knowledge.

Jayakumari Mani