Badhree Babu
DevOps - Agile – Cloud - IaaS - Data Conversion - Telecom - Insurance
Email: jbadhree@icloud.com Mobile : 614-330-7598

- Senior Software Professional with **12 years** of work experience.
- **DevOps** solutioning for **Continuous Integration (CI), Continuous Delivery (CD) and Continuous Testing (CT)**.
- Build **End to End DevOps Demos** for customers to support Sales and Pre-Sales Process.
- Conducted **DevOps Assessments** and create **Value Stream Mapping** to identify the DevOps Bottlenecks.
- Enable **DevOps Capabilities** like Model based testing, Test data management, microservice architecture etc., at customer.
- Worked on Multiple **Cloud** Platforms like **AWS, Azure and Digital Ocean.**
- Implement **Infrastructure as Code** and **Pipeline as Code** using various open source and vendor supplied tools.
- Used CA/Broadcom tools - **Agile Central (Rally), Agile Requirements Designer, Test Data Manager, Release Automation, Service Virtualization (Dev Test)**, **Automic Continuous Delivery Automation, CA Continuous Delivery Director**
- Used Non-CA/Open Source tools – **Gitlab, GitHub, Jenkins, Jfrog, Ansible, Docker, Kubernetes, Vagrent, Delphix, Chef, Puppet.**
- Programming Experience - **Java, HTML, CSS, JavaScript, Python, PL/SQL, Perl, VB.NET, Shell Scripting**.
- Worked om Multiple Source Control tools - **Git, GitHub, TFS** etc.,
- Development experience in Java based Applications using **Vaadin Framework, Spring, Hibernate, Struts.**
- Design and Development of applications using databases – **Oracle, MySQL, MS SQL Server, DB2**.
- Worked with web and app servers - **Apache tomcat, JBoss, WebSphere, WebLogic.**
- Worked in multiple flavors of Linux like **RedHat, CentOS, Ubuntu** and also in **Windows Server** and **Unix.**
- Business Knowledge in **Telecom, Health Care** Domains.
- Design and architecture expertise in **Enterprise Software** systems for major telecom giants - **AT&T, US Cellular, Sprint and T-Mobile** and major health care providers like **WellCare Health Plans Inc.**
- Rich Experience in **Data Migration** and **Conversion** for telecom majors in the US.

Education and Certifications

- **M.S. in Software Engineering** from BITS, Pilani, India in 2011.
- **B.Sc Computer Technology** from Sri Krishna College Of Engineering and Technology, Anna University, India in 2007.
- Certified **CA Test Data Manager Implementation Expert.**
- Certified **CA Agile Designer Implementation Professional.**
- International Software Testing Qualifications Board **- Certified Software Tester.**

Skill Set

DevOps:
- Continuous Integration (CI), Continuous Delivery (CD) and Continuous Testing (CT).
- Automated Release Management, Test Data Management, Agile Methodologies, Microservice Architecture.
- Database Virtualization, Containerization, Virtualize Web Services.
- Cloud based development and testing environments, Infrastructure as Code.

Data Conversion:
- Design Large scale data conversion for enterprises.
- Data Mapping, ETL, Audit and Control, Reporting, List Management.
- Business analysis, Conversion Plan, Business continuity, Quality Assurance.

Production Monitoring:
- Define production SLA for vendors, ensure high availability.
- Methodologies to Monitor at an application level, find and fix issues.
- Automate and Bulk Fix issues and ensure changes are tracked.
- Keep security as the top priority, always.

Managerial:
- Time Boxing of tasks and Project planning.
- Managing team members; allocating resources and guiding team members during the project and ensure on time delivery.
- Managing budget and calculate return on investment.
- Quantify work and report to upper management.

Functional:
Software Development
- Design and Develop High Performance and High Resilient and High Secure Software.
- Choose the right technology for implementing the business use case.

Business Analysis
- Telecom Domain Expertise, eTOM framework expertise, Amdocs CES SME, Ericsson CBiO SME.
- Insurance Domain Expertise.

Employer: CA/Broadcom Inc/HCL Enterprise Studio – Atlanta, GA   **February' 17 till date**

Designation: Services Architect (DevOps)

Project: DevOps Solutioning for multiple customers and Implementation Support for products like Test Data Manager, Release Automation, Service Virtualization, Agile Designer, Agile Central (Rally) Automic Continuous Delivery Automation, Continuous Delivery Director.

Summary: Enterprise Software division of Broadcom Inc (Formerly CA Technologies) provides software and solutions that help their customers to develop, manage, and secure complex IT environments to increase productivity and enhance competitiveness in their businesses. With the mission of eliminating the barriers between Ideas and Outcomes, CA technologies had been a leader in various parts of the software business from Mainframe to DevOps. HCL Enterprise Studio Team is Broadcom Enterprise Software's Preferred Services Partner, engaging in various Pre and Post Sales activities.

Roles and Responsibilities:

❑ Assess the customers' current software development life cycle and identify the bottlenecks.
❑ Come up with a practical and time bound solution using CA's products to achieve true CI, CD, CT Experience.
❑ Conduct Product and Solution Demos to drive sales and presales process.
❑ Implement Minimal Viable Product (MVP) Solution and present it across the board and also prepare a plan to expand the MVP to customer's actual use cases.
❑ Scope the services opportunity, provide a detailed plan of work and articulate deliverables to the customer and all stakeholders.
❑ Draft Statement of Work based on the scope and the contract.
❑ Meet or exceed customer expectations by delivering a solution that addresses the client's business requirements within the 'Statement of Work' agreed to by Broadcom/HCL and the Customer.
❑ Utilize Services Best Practices to accurately and efficiently implement products of chosen expertise as a single Business Unit multi-product solution within the client environment.
❑ Actively engage as part of the project team with the purpose of contributing product and solution expertise, and to provide project planning support as required to deliver a successful client engagement
❑ Serve as a mentor to Associate Services Consultants and Services Consultants who are actively engaged as part of the project team on assigned client engagements.
❑ Build the knowledge base in the services communities.
❑ Develop an Iterative value realization model by converting the proof of concept to a workable solution.
❑ Enablement of customer's employees.
❑ Implement tools and process to achieve CI, CD and/or CT.

Designation: Systems Architect

Project: Uprising Migration Core Team. Conversion of customers from Legacy to Ericsson CBiO.

Summary: T-Mobile US (TMUS) is the 2nd largest wireless telecommunications service provider in the US having over 40 Million customers and increasing. TMUS uses Amdocs COTS product for its BSS and OSS IT Services needs to serve its post-paid customer base. It also uses a home-grown application to cater its pre-paid subscribers. TMUS decided to migrate to Ericssion's product suite CBiO, which would enable it to grow higher in the US Telecom (Mobility) market. TMUS formed a Migration Core team to oversee and help Ericssion with the data migration. I was a part of that core team. The team's goal in less than 30 words is to migrate the entire 40 million customers to Ericssion's CBiO system with minimum business impact.

Roles and Responsibilities:

- Design and develop tools and frameworks required to convert subscribers base from legacy to new systems.
- Designed and created a data conversion tool to convert data from source to target system efficiently and securely.
- Functionalities include – List management, Data mapping, ETL, Audit and control and Reporting.
- Technologies used are Pro*C, Java, SQL, PL/SQL, Oracle, Vaadin Framework, Git.
- Convert data from Source -> Staging (Mapping) -> Target.
- Understand the architecture of existing system and the target system to find enhancements that may be needed in the target system.
- Manage the Development team and Plan and Allocate tasks on a weekly basis.
- Represent the Migration team to other application teams within T-Mobile.
- Prepare status reports and present to upper management.
- Coordinate with Ericsson team with respect to the Mock migration runs.
- Contribute to plan for dress rehearsals including all stakeholders.
- Ensure data quality and data integrity.
- Use the tools provided by Ericssion to accomplish the data load.
- Map both customer data and product and services data from source to target.
- Conduct meetings to explain the migration process to all the stakeholders.
- Obtain approvals for the migration plan from all the stakeholders.

Highlights:

- Setup data conversion development environment from scratch.
- Hire and Expand the development team from a team of 2 to 15 people.
- Create a conversion testing team and also supply basic technology and tools to start testing.

Designation: Sr. Application Developer (Lead)

Project: Legacy to TOPS (Amdocs CES) Data conversion and production support monitoring.

Technologies: J2EE, SQL, PL/SQL, Unix

Summary: U.S. Cellular® is the 5th largest wireless telecommunications service provider in the US having 5 Million customers and increasing. USCC uses Amdocs COTS products for its BSS and OSS IT Service's needs. It was using the Amdocs Ensemble (CARES), which is outdated and wouldn't support LTE based services. With growth of high-speed LTE technology across the US, USCC chose to migrate to Amdocs CES 8.5(TOPS), which would enable them to sell Android and iOS-based LTE devices. I was involved in this project post conversion.

Roles and Responsibilities:

❑ Production monitoring and support for Amdocs OMS application.
❑ Focal point for OMS in BEQ (Business Escalations Queue) team. Take care the business customers by performing data fixes in the production data base.
❑ Visit US Cellular customer care centers at Waukesha, WI and Cedar Rapids, IA and help the associates to help the customers swiftly and efficiently.
❑ Design tools to process to standardize production operations.
❑ Tools Include:
   o Set up source control repository (GIT) for code maintained by team.
   o Issue Quantification tool – Complex, but efficient running DB Scripts.
   o Automated DB patch tool to identify the issues and automatically fix them.
   o Bulk ticket resolution tool – Integrate ticketing system (Remedy) with automated scripts running in background.
   o Audit Trail Tool that would track manual patches to database to help identify the defect with more impact.
❑ Work closely with other vendors to integrate the issues in Amdocs Order Management System with the Legacy Resource Management Systems.
❑ Work on the escalated remedy issues which needs immediate attention and support the Business Mission Control (BMC) team by fixing the issues in ordering and other areas.

Designation: Sr. Technical Associate

Environment: Microsoft IPTV Mediaroom, MS .NET Framework.

Technologies: Microsoft .Net, WSDL, SOAP, XML

Summary: AT&T offers IPTV Services across US. It uses Microsoft TV platform. It is an end-to-end IPTV platform by Microsoft. This platform is used to realize the Internet Protocol Television (IPTV) product marketed by AT&T as "U-verse TV". Microsoft TV IPTV platform enables the use of video on demand and live television content over a 2-way IP network, coupled with DVR functionality. It also provides the platform to develop various interactive applications over the platform.

Roles and Responsibilities:

- Validate the Webservices (SOAP) and update them based on the configurations in the environment.
- Be a On Call support person in IPTV (System Integrated Lab) SIL in AT&T.
- Activate the STB based on the make and model that are available in SIL lab by choosing the Right Residential Gateway (RG) and the VHO as per the Order from the upstream systems.
- Analyzing and Requirements for a release and understand the new functionalities to validate the SIL for the errors in Testing phase.
- Provision the accounts from Service Delivery Platform, CRM and OMS and ensure End to End Activation in the Real time TV that are available in SIL Labs.
- Work with Microsoft support team for the defects raised in SIL lab and get the fix for them either in present release or the future release, depending on the need.
- Keep track each and every STB available in SIL and maintain the customer premises equipment (CPE) sheet, where all the available STBs are mentioned.
- Verify RTTP logs in case of issues and raise the issue or defect to the concerned team. Get in touch with the on call person in case of emergency.
- Coordinate with Client (Amdocs and AT&T).

Designation: Sr. Technical Associate

Environment: HP UNIX, Shell scripting, PERL, Oracle, SQL, PL/SQL, Tuxedo

Summary: Amdocs Enabler is advanced product of Amdocs ensemble which supports billing for both IP and non-IP based customers. It supports billing for almost all types of products in the current US telecom Scenario. It supports converged billing for wired, wireless, IP based products like, VOIP, IPTV, HISA. My team's task was to provide tier 2 support in the production and validate the new functionalities that are enhanced in any release.

Roles and Responsibilities:

- ❑ Design and Develop the Unix shell scripts including SQL and PL/SQL blocks that would automate the existing support activities.
- ❑ Understand the Business Requirement and design the check points in the production that would enable us to validate the functionality.
- ❑ Generate billing reports and validate the Account Receivable reports that were generated with the billing and EOD map.
- ❑ Co-ordinate with various teams like development, ADBA and Infra structure during various build deployments to make sure the deployments go smooth. Performed sanity testing on behalf of production support after each build.
- ❑ Exploring the Amdocs Enabler application functionality and preparing a development roadmap for enhancing the functionality and security.
- ❑ Attending customer calls, analyzing requirements and creating high- and low-level design documents and getting it signed-off from the customer.
- ❑ Creating PL/SQL packages for migrating conversion data to mirror environments and then validate data according to new product and data model.
- ❑ Triaging, brainstorming on the issue with various stake holders and handing over the issues/defect to them for resolution> on various issues aggressively and following up on issue with stake holders assertively
- ❑ Facilitated various stake holders in bridge calls to bring them all on same page regarding any particular issue.
- ❑ Issue/Defect prediction activities like targeting the functionality which has undergone more changes for the particular release in order to stay proactive in the competitive environment.
- ❑ Co-ordination with Offshore development and testing teams and conducting meetings to update about the client expectations and deadlines. Resource and Time management decisions also were discussed daily, and daily status reports updated to client.
- ❑ Identifying the Support tasks that would be needed for each release from Billing systems perspective. Tuning the SQL statements provided by development and deploying the data fix with help of ADBA after impact analysis have performed.

Designation: Sr. Technical Associate

Environment: ACBA (AT&T CRM batch Application), Amdocs CRM, OMS, Oracle 10g.

Technologies: PL/SQL, UNIX Shell Scripting, PERL, Informatica.

Summary: AT&T launched Lightspeed Project (U-verse) aiming at FTTN and FTTP services enabling products like IPTV, VIOP, HISA and Wifi. As a part of this IP based implementation, there were implementations from Amdocs viz., Amdocs CRM, AMSS, OMS, Enabler. CRM needed to interact with more than 100 interfaces in AT&T. They Created an application called ACBA (AT&T CRM batch Application) based on Informatica, which would interact with all the interfaces in a predefined way. There were various IT releases with a gap of 2 months initially and later 4 months. My team's role was to make develop the Perl script that Informatica uses to convert the raw data in to the format the interface needs and vice versa. We also developed complex SQL scripts that Informatica will use in its sessions.

Roles and Responsibilities:

❑ Analyze the Business Requirements and prepare the High-Level Design (HLD) and conduct HLD Review meetings with the developers and business.
❑ Develop Perl scripts on the UNIX box based on the design.
❑ Trouble shooting application issues like, sending wrong attributes to downstream interfaces, accepting wrong attributes from upstream etc.,
❑ Create shell scripts embedding the SQL Queries to maintain and update the production data base, where there is a need to stop the bleeding in production.
❑ Co-ordinate with various teams like testing, ADBA and Infra structure during various build deployments to make sure the deployments go smooth. Perform sanity testing on behalf of production support after each build.
❑ Maintained the environment configuration and versioning and handled issues related to incorrect versions.
❑ Triaging, brainstorming on the issue with various stake holders and handing over the issues/defect to them for resolution and following up on issue with stake holders assertively.
❑ Facilitated various stake holders in bridge calls to bring them all on same page regarding any particular issue.
❑ Issue/Defect prevention activities like targeting the functionality which has undergone more changes for the particular release in order to stay proactive in the competitive environment.
❑ Find the root cause of the issue and if the issue is found due to other interfaced applications like CRM, then proper escalation path and get the issue resolved.
❑ Provide temporary fixes in case of any issues and raise defect to Amdocs Development team in case of any permanent fix is possible.
❑ Creating Support Documentation and presentations to reverse shadow knowledge and functionality for forth coming releases and discuss with Development team to confirm the correct process for every release. A detailed and approved roadmap was created after these discussions for the troubleshooting tasks and workarounds for each release.
❑ Also performing Defect Management for the trouble tickets raised by Operations Teams and discussing the code fixes which are provided by Development and its impact on the Live Customer and Reference Data.

Client: AT&T Inc – Chicago, IL.   ~   Employer: Tech Mahindra.   **Jun'07 to Aug'08**

Designation: Jr. Technical Associate

Environment: Amdocs Ensemble, Mediation, MPS, Oracle 10g. Tuxedo middleware.

Technologies: PL/SQL, UNIX Shell Scripting, XML, XRICS, MPS, J2EE, Weblogic, Perl, MAF Mediation.

Summary: In early 2006 AT&T acquired Bellsouth Communications was planning to launch its new set of Telecom Service viz. Video OnDemand, IPTV and VOIP for the US consumer market. My team tasks included development and application support of Billing Application.

Roles and Responsibilities:

- ❑ Development and Support for AT&T's Bellsouth Conversion Project.
- ❑ Business Analysis and Data Modeling of Reference and Application data to migrate the Bellsouth Customer and Usage data into Amdocs Ensemble Billing. Gathering Business requirements and performing gap analysis for every release.
- ❑ Creating PL/SQL packages for migrating conversion data to mirror environments and then validate data according to new product and data model.
- ❑ Co-ordination with Offshore development and testing teams and conducting meetings to update about the client expectations and deadlines. Resource and Time management decisions also were discussed daily, and daily status reports updated to client
- ❑ Providing 24x7 On-call Support for Production and Test Environments. Preparing Support Schedule that involved two teams from USA and one team from Offshore and decide action plan during outages.
- ❑ Identifying the Support tasks that would be needed for each release from Billing systems perspective. Tuning the SQL statements provided by development and deploying the data fix with help of ADBA after impact analysis have performed.
- ❑ Scheduling Job maps for Billing and AR processes and closely monitoring the progress in case any errors surface. Shell scripts were also developed to automate executing of routine job maps. Generating status reports after every bill run and automate these tasks.
- ❑ Deploying J2EE applications on Weblogic Server on which Billing applications were hosted. Configuring Weblogic to interact with Middleware EMBUS.
- ❑ Developing Shell Scripts, PL/SQL programs to automate daily maintenance tasks, extract errors and exceptions for queuing and notifications. This helped in providing zero slippage of the installation deadlines. Error reporting was also automated so that the release team could act promptly in case of failure of build installation