As Manager ­ Projects, Mr. Satheeshkumar Chelladhurai is responsible for identifying new resources based on the skills needed for client, coordinated overall dev project milestones, tracked dev member's capacity and resource loading based on the projects planned, Coordinating with project team and simultaneously worked on project deliverables, Coordinating overall project hours, providing inputs to project/management team, CR amendments and monthly and weekly update, Responsible for delegating tasks and making sure that the tasks are delivered on time, Participated on requirement analysis and performed design, coding, testing, debugging, documentation, implementation and support, Responsible for software development in RxClaim system using SYNON, RPG ILE, Free Form RPGLE, CL ILE, SQLRPGLE, DB2, QUERY400, COBOL, JCL and interact with users and Business Analysts to gather the requirements on incidents, service requests, Provided solutions for technical challenges, work on detailed technical design, develop code and support complete Software Development life cycle for RXCLAIM project, Involved in unit testing, system testing, user acceptance testing and validation of all the projects in order to ensure bug free development/enhancements deployment, Supported dev, QA team and release regression testing automation team on providing technical support, Used various technologies including AS400 and Mainframe for application design, development, testing and support.

Mr. Satheeshkumar Chelladhurai gained experience in the following tools and technologies like AS400, RPGLE, RPG400, CLLE, CL400, COBOL400, SQL400, DB2400, SYNON: 2E, Query/400, Java, Spring Page 1 of 2 Framework, Unix, Aldon, Turnover, Implementer, Robot, System Testing, User Acceptance Testing, Mainframe, COBOL, VSAM, CICS, DB2, JCL, REXX, Changeman, Endevor, Easytrieve, Claim Management and Pharmacy Benefit.

He is an expert in niche software technologies like Unix shell Script, WebSphere MQ, Web Services, AWS, Microsoft Azure,J2EE, Java 1.8, WebLogic 10.3, Web API, JavaScript, JQuery, AngularJS, Bootstrap, PowerShell, CSS, HTML, UML, Mainframe, AS400, Informatica ETL for application design, development, testing and support. Application enhancement using Cobol, JCL, DB2, Stored Procedue, VSAM, Easytrive, SORT, RPG, RPGLE, CL, CA 2E(Synon), Changeman, SCLM, FileAid, Turnover, Rexx, Control-M, Endevor, Abendaid and Expeditor.

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As Project Manager, Mr. Satheeshkumar Chelladhurai is responsible for providing support to incidents from any of the existing production facilities and new sites that will be added, Responsible to triage the incidents reported by business/sites/Stores users and route incidents to appropriate IT teams, Supports Priority 1/Priority 2 incidents and resolve within the SLA period, work with command center, Resolve technical problems, Provide architecture and application specific solutions to improve system availability and performance. Identify issues in production across various components to make sure that system is healthy and stable.

Mr. Satheeshkumar Chelladhurai coordinates with all the program stakeholders for any open/outstanding issues and problems. Works with the corresponding team to create SoPs. Track and schedule meetings with all the stakeholders, resolve conflicts and bring the issues to closure in PROD and keep a running record of all known issues and resolutions. Identifying issues in production across various components to make sure that system is healthy and works as expected. Involve major and minor incident troubleshooting calls to resolve the issue as quickly as possible without impacting the business continuity. Take necessary action to prevent the same issues happening in future through root cause analysis. He participates in the Major Incident RCA weekly meeting. Works as subject matter expert by providing all the necessary inputs to other members. He is responsible for publishing weekly status to the leadership and program team.

Mr. Satheeshkumar Chelladhurai is responsible for Engaging in Change management process which impacts Run Operation systems. Ensure change implementation steps captured properly and validated the system appropriately. Involve in Joint Task Force meetings to address production technical issues and track CRQs and participate in CAB from Change management perspective. Involve in creating Problem Incident (PBI) to analyze the issue and identify the root cause. In addition, create Problem Known Error (PKE) for all functional and technical issues. Later, discuss with stakeholders to prioritize fixing the issue. Prepare system metrics on a daily and monthly basis and provide it to business to system performance. Support and monitor system performance using server monitors and different tools.

Mr. Satheeshkumar Chelladhurai creates automation scripts to enable the monitoring of systems using multiple tools like Tivoli, Jasper, Dynatrace and Xmatters. Analyze production issues and handle defects through incidents. In addition, provide resolution to the end users and store managers/business. Update knowledge management portal and report project status to Cognizant and Client management. Perform quantitative and qualitative analysis and/or provide business services related to operational processes and best practice. Attend Cognizant project team meetings to learn about change requests and/ or modifications to customized software solutions.

Mr. Satheeshkumar Chelladhurai gained experience in the following tools and technologies like Unix shell Script, Java, Microsoft Azure Cloud, AWS Cloud, J2EE, WebLogic 10.3, Web API, Spring Framework, JavaScript, JQuery, AngularJS, Bootstrap, PowerShell, WebSphere MQ, Web Services, CSS, HTML, UML, Mainframe, AS400, Informatica ETL for application design, development, testing and support. Application enhancement using Cobol, JCL, DB2, Stored Procedure, VSAM, CICS, Easytrive, SORT, RPG, RPGLE, CL, CLLE CA 2E(Synon), SQL400, DB2400, Query/400, Changeman, Endevor, SCLM, FileAid, Aldon, Turnover, Robot, Rexx, Control-M, Abendaid and Expeditor.

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Satheeshkumar Chelladhurai, in his role as Operation Technical Lead, is responsible for ensuring continuous operation of business critical pharmacy Nucleus Run Operation and is involved in supporting activities of pharmacy systems that operates in specialty pharmacies, Walgreens local & central facilities. He is an expert in niche software technologies like Unix shell Script, WebSphere MQ, Web Services, AWS, Microsoft Azure,J2EE, Java 1.8, WebLogic 10.3, Web API, JavaScript, JQuery, AngularJS, Bootstrap, PowerShell, CSS, HTML, UML, Mainframe, AS400, Informatica ETL for application design, development, testing and support. Application enhancement using Cobol, JCL, DB2, Stored Procedue, VSAM, Easytrive, SORT, RPG, RPGLE, CL, CA 2E(Synon), Changeman, SCLM, FileAid, Turnover, Rexx, Control-M, Endevor, Abendaid and Expeditor.

He is responsible for providing support to Nucleus related incidents from any of the existing production facilities (Northlake & Tolleson) and new sites that will be added in upcoming years in addition to current sites. He coordinates with all the program stakeholders for any open/outstanding issues and problems. He is responsible to triage the Remedy incidents reported by business/sites/Stores users and route incidents to appropriate IT teams. He tracks and schedule meetings with all the stake holders, resolve conflicts and bring the issues to closure in PROD and Keep a running record of all known issues and resolutions. He Works with the corresponding team to create SoPs and tracks CRQs and participate in CAB from Change management perspective. He supports central repository (Rx flow from store to central IC+, central IC+ to central facility, ASN). He initiates Priority 1/Priority 2 incidents and resolve within SLA period, work with command center (engaging Rx MIMs). He participates in Nucleus Major Incident RCA weekly. He is responsible to publish weekly status to Walgreens leadership and program team.