LEO. I

#102 Peninsula Prakruthi, Ittangur Road, Sarjapura, Bangalore 562125 ▪ leoiax2008@gmail.com
▪ 9448702003

TECHNICAL MANAGER/SERVICE MANAGER

Skilled change agent and hands-on leader to Develop, Support and Deliver lucrative IT solutions across industries around 19 years working experience

PROJECT EXPERIENCES

PEGA OFFICE ADDINS: JAN 2016– FEB 2021

Pega Office AddIns are consisting various tools like Online Office Word Embed Merge tool, Online Excel Edit Tool, Outlook Plugin, Pega Image Viewer, Pega Document Scanner, Pega Multi File Upload Control, Pega Drag and Drop Control, Pega Screen Capture Control, Pega Visio Editor. Some of these tools are built on Silverlight and some of them are built on ActiveX controls. These tools were implemented on Pega platform 6 series and 7 series.

PEGA OFFICE ADDIN development tools	:	VB.NET, C#, ASP.NET, Silverlight and Office Word Macro code, ActiveX control, Java Script, CAB Installer, Digital Certificate Sign Tool

For more details about Pega Office AddIns,

https://github.com/leoiax/Resume/blob/413ef60ff19c1b25a6a5530cb241b7bec5a9f7ea/PegaOfficeAddIns.pdf

My Roles and Responsibilities

- **Involved in the Development and Maintenance of the above tools for Pega Office AddIns.**
- **Mentor the new team members and enable them to become SMEs on some of the tools.**
- Worked with the business partner in gathering requirements/enhancements for new implementation and revamping these tools.
- Encoded with Symantec digital signature of XAP, CAB, Macro and ActiveX controls.
- Integrating with new technologies and enabled the tools to run as seamless on upgraded browser versions.
- Involved in Code Merge on GitHub, SVN and prepared Hotfix, Patch versions.
- Coordinated with Stakeholders and active customers to prioritize the User stories.
- Coordinated with onsite and offshore team.
- Monitored progress on tasks and status of deliverables.
- Worked closely for customer escalations and product improvements.

CHORDIANT MARKETING DIRECTOR   AUG 2007– DEC 2015

Marketing Director (MD) is an end-to-end CRM Product that focuses on Customer segmentation and building campaign strategies to handle the customer base. MD consists of a thick client (VB.NET and C#) and Server (C, C++, Java) that supports UNIX and Windows Operating Systems. The databases supported are Oracle 12c, 11g, 10g, 9i on UNIX and Windows and DB2 on AIX. It uses a third-party tool called RPC for client-server interaction.

CMD DEVELOPMENT TOOLS	:	**VB.NET, C#, JAVA, C**
CMD DEVELOPMENT 3rd party Tools	:	**Infragistics, Component One, DCube, Active Bar, Add Flow**
CMD REPORTING TOOLS	:	**DCube, MS Excel**
CMD LINGUISTIC TOOLS	:	**Resource Strings, Display Strings**
CMD SUPPORTING LANGUAGES	:	**English, French, German, Korean, Chinese, Turkish**
CMD DEPLOYMENT TOOLS	:	**Install Shield, MSI**
CMD APPLICATION DATABASE	:	**Oracle *12c, 11g, 10g, 9i***, DB2, Teradata
CMD CLIENT ENVIRONMENT	:	**Windows-XP, Windows7 (32/64 Bit), Windows8 (32/64 bit)**

For more details about CMD,

https://github.com/leoiax/Resume/blob/413ef60ff19c1b25a6a5530cb241b7bec5a9f7ea/Chordiant%20Marketing%20Director%20Suite.pdf

My Roles and Responsibilities

▶ **Developed many projects for CMD product like Dashboard, Campaign Validation Rules, User Sessions, User Action Logs, Score Models, Segmentation Manager,** Scrum Master and individual contributor for CMD modules like Dashboard, Campaign Validation Rules, User Sessions.

▶ Worked with the business in gathering requirements/enhancements for new implementation.

▶ Research and analysis were done for re-engineering the business process to suit the new system with new technology updates.

▶ Designed many enhancements according to the customer entreaties and supported them to date with requested modifications on single-handed development for Product improvement activities.

▶ Prepared Weekly Status Reports.

▶ Coordinated with High-Level Managers to prioritize the work.

▶ Coordinated with onsite and offshore team.

▶ Monitored progress on tasks and status of deliverables.

▶ Participated in all status review meetings.

▶ Developed a new tool called Display Strings for CMD product to generate multi-linguistic conversion setup to support CMD product on Chinese and Turkish characters.

▶ Migrated old legacy VB source code into VB.NET source code for a few of the old CMD client application modules.

▶ The below projects were developed when the CMD projects development cycle pause situation.

ADMIN CONSOLE FOR CHORDIANT MARKETING DIRECTOR   JAN2010- OCT2010

Admin Console is a web application that is used for Administrator activities for Chordiant Marketing Director product. This tool is mainly focused on releasing the user-based locks, application crashed recovery and release node level locks and observing the referential integrity in between linked modules and validating user DB tables needed for Marketing Director.

Environment: Visual Studio2005/2010 (ASP.NET and VB.NET), Oracle 10g, 9i

My Roles and Responsibilities

▶ Planning and Implementation Analysis gathered requirements, designed and developed this tool to meet client and internal user requirements.
▶ Created technical, functional and business specifications.
▶ Regular meeting with Chordiant Turkish customers and product stakeholders to determine the software solutions to build the tool more efficiently.
▶ Consulted with teams to determine the technical feasibility of client requests and provide time estimates.
▶ Monitored progress on tasks and status of deliverables added with Scrum Master role.

DECISION MANAGEMENT OFFICE ADDINS (CDM OFFICE ADDINS)   NOV 2010–APR 2011 AND DEC 2014-MAR2015

Developed this Office Add-Ins and prepared the entire build setup on visual studio 2005 environment with COM Shim wizards. In 2014 updated the entire office AddIn tool to Visual Studio 2010 environment and made support of Office 64-bit environment for 2010 and 2013 versions. These AddIns are used to convert CDM application generated reports (oxl) to Excel Sheets. CDM application oxl files are in Jar formats and this addin converts into binary format and export into excel sheet.

Environment: Visual Studio2005/2010(VB.NET and C#), Visual Studio Tools for Office Add-in(VSTO), IKVM tools

For More details about CDM,

https://github.com/leoiax/Resume/blob/413ef60ff19c1b25a6a5530cb241b7bec5a9f7ea/Chordiant%20Decision%20Management.pdf

My Roles and Responsibilities

▶ Developed the Office AddIn project for CDM product, which was used to convert the jar file into Dll format by IKVM plugins and export it to Excel sheet. This was developed with 25 sprints scrum modal.
▶ Created a new build setup for the new versions using Install Shield.
▶ Documentation of office addin tool development and functionality.
▶ Migrated the source code from visual studio2005 environment to visual studio2010 (VSTO) environment to support 64-bit till Office 2013(64 bit) version.
▶ Given support sustaining helps to CDM support team for this tool(L3-Support).

AUTOMATION SCRIPTS DEVELOPMENT FOR CHORDIANT MARKETING DIRECTOR NOV 2008–DEC 2009

Developed Automation Framework with Descriptive programming for Chordiant Marketing Director Application. This setup was aimed to automate the manual test cases. CMD Application contains many 3rd party controls and those are all not supported by QTP. So, our R&D team took the ownership and completed this whole setup in two batches. We completed 500 test cases in one year of tenure. My role is Scrum Master and mentors to developers and individual contributors for complex development as well. Further, I developed Driver Script and QC-QTP integration. These complete scripts are driven for every release CC and RC test cycle of the CMD application.

Environment: **VBScript, QTP and QC, VB.NET, Test Advantage for Infragistics controls.**

My Roles and Responsibilities
▶ Provided training and took leadership for the development team of the Automation framework.
▶ Developed a descriptive automation framework for CMD application and built the test cases design and development by team members.
▶ Scrum master and user story planning and delivery.
▶ Developed Driver Script tool for the automated scripts with batch execution.
▶ Integrated QTP with QC for the entire test case scripts.
▶ Regular team meeting and status updates to onsite and offshore stack holders.

▶ Worked with customers for enablement of this automation framework and killed their many environmental blockers like screen positioning, resolution and resizing through driver script.

HOSPITAL INFORMATION SYSTEM-R-CARE (SOBHA RENAISSANCE)   May 2005–Aug 2007
MODULE LEAD AT SOBHA RENAISSANCE, BANGALORE

R-Care is primarily a Healthcare Product developed by Sobha Renaissance, which caters to the requirements of Super Specialty Hospitals.
R-Care has over 20+ Integrated Modules with Front Office Modules viz., Patient Manager / Clinical Manager / Billing Manager / Operation Theatre / Clinical Investigation Lab / Blood Bank / Dietary / Clinical Library / Ambulance Manager / Mortuary Etc., and Back Office Modules Viz., Administration / Accounts / Inventory / Purchases Etc.,

Environment: VB.NET, C#, ORACLE9i, SQL Server 2K, Visual Source Safe 6.0, Crystal Report 10, DevXpress tools

Key Achievements:

▶ Analyzed capabilities and limitations of existing infrastructure to determine optimal, cost-effective solutions while minimizing risk and downtime.
▶ An integral part of a 5-member team that delivered on-time, on-budget upgrade of highly customized and migrated applications typically requiring a team of 20; resulted in significant operational savings and maintained 100% of existing business functionality.
▶ Took ownership of requirement analysis of Billing and Clinical Manager modules.
▶ Built software development for the modules of Billing Manager, Clinical Manager, Clinical Library, and Patient Manager in R-Care systems
▶ Developed crystal reports for almost all the modules.

MPOWER-HRMS OF SRIT   Nov 2004–April 2005
SOFTWARE ENGINEER AT SOBHA RENAISSANCE, BANGALORE

This mPower is an Intranet and Extranet-based application. It handles the total SRIT HRMS related activities like Leave Management, Appraisal Management, Complaints / Requests Management, Recruitment Management, Induction Management, Training, Administration, People Practices Development, Corporate Buddies Setup, Etc.,

Environment: ASP.NET, C#, SQL Server 2K

Key Achievements:

▸ A key contributor to every phase of the project from prototype to deployment level.
▸ Responsible for development of Project tracking tool, Online Telephone directory/Management system.
▸ Earned client confidence and secured additional internal projects
▸ Reduced downtime and errors by proactively creating parallel processes like bug fixing.

BALANCED SCORE CARD SYSTEM (PHILIPS INDIA PVT LTD)   May 2004– Oct 2004

This BSC System is an Internet, Intranet and Extranet-based application. It aims to report the user's information and performance analysis at various levels. This system has five major modules like Tool Admin, Group Admin, Data Owner, Approver and user. The traffic color code and build formulas are added advantages for speedy performance. Email notification and Dashboard system also the user's convenience. Reporting has two types. One is the graphical orientation (the application itself) and another one is Crystal Report.

Environment: ASP.NET, C#, SQL Server 2K, Crystal Report 9

Key Achievements:

Involved in the development of the following modules.
▸ Various Settings/Administrative tasks in Tool Admin Module
▸ Definition of Elements in Group Admin Module
▸ Proper Functioning of Formula Builder
▸ Dashboard of Traffic Color Code and Drill Down of Elements in User Module

HRMS (LEAVE MODULE) (PROMANNS INFOTECH)   Oct 2003– Apr 2004

This is an Intranet based Web application. I had developed the whole leave module in the HRMS system. This module includes leave request, leave cancel, leave approval, query leave balance, etc. Automatic mailing notifications for leave approver. Leave balance is integrated with the payroll system. Reports are exported to Excel Sheet by Reporting Module.

Environment: ASP.NET, VB.NET, SQL Server 2K
Key Achievements:

▸ Involved in the Development for Leave Module.
▸ Test Cases design and Unit Testing
▸ Generating Excel reports through Report Module.

ESTEEMS AUTOMATION (ESTEEM TECHNOLOGIES)   Jan 2003– Sep 2003

This software aims to automate the complete activities of Esteem technologies. In this software, the Transaction automation handles the Purchase order automation, Sales order automation, and Inventory control and on-call service information. Receipts and issues of goods are automated through a bar code scanner.

The Reporting session contains several reports such as the receipts and payments account report, income and expenditure account report, ledger and balance sheet, using .Net Crystal Report. High security is provided for data access throughout this software data-driven method.

Environment: VB.NET, SQL Server 2K
Key Achievements:

▶ Involved in the Development for Purchase Order module.
▶ Test Cases design and Unit Testing.
▶ Designed Crystal Reports.
▶ Migrated VB source to VB.NET.
▶ Maintenance of existing modules with enhancements and code fixes

SUPPLIERS ELECTRONIC CORPUS (RAM INFORMATICS)   June 2002– Dec 2002

In this software, the store is a major attraction to the customers because they can buy all that under one roof. It has many supplier-supplying items. A supplier can supply one or more items. The available items to be stored as item code, item description, price, and quantity on-hand, reorder level and reorder quantity. The new system helps in maintaining an optimum whenever the quantity in hand goes beyond the reorder level and the new order can be placed. The report generation is also included on a daily, monthly, yearly basis.

Environment: Visual Basic 6.0, SQL Server 2K
Key Achievements:

▶ Involved in the Development for Supplier Data Module.
▶ Test Cases design and Unit Testing.
▶ Designed Crystal Reports.

CORPORATION ONLINE INFORMATIVE SYSTEM(RAM INFORMATICS)   Dec 2001– May 2002
INTERNSHIP (ACADEMIC PROJECT) AT RAM INFORMATICS, CHENNAI

This is a web application and it was developed for Corporation Online activities. This system is a service provider application, to make the payment of various taxes and to deliver the birth and death certificates online. It enables any computer user to set up an online entry of birth and death details and provide the certificates after the payment. Similarly, it provides information about the taxes and also receives the payment along with the pay mode details. This Corporate Online Informative system displays the registered user details and explains the certificate and tax details to the customer endorsement.

Environment: ASP, VB Script, SQL Server 2K
Key Achievements:

▶ Design and Development for the complete system.
▶ Learnt Test Cases design and Unit Testing.
▶ Learnt ASP, VB on a real-time project.