LEO IRUTHAYARAJ

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L3DEV MANAGER

Skilled change agent and hands-on leader to Develop, Support and Deliver lucrative IT solutions across industries with around 20 years of working experience

Effectively manage and develop the teams including **PRODUCT ENGINEERING, APPLICATION SUPPORT AND MAINTENANCE** on various domains such as **CRM, Healthcare and Finance domains**.

20 Years Track Record Summary

Extensive hands-on Leading Engineering teams with Architects, SMEs, L3 Engineers, QA Engineers and having development experience in **designing and configuring cost-effective Pega plugins and developed many products and projects for various clients through the following organizations from 2002**. Roles included Software Engineering Manager, Technical Lead, Team Lead, Module Lead, Senior Software Engineer, and Software Engineer.

- **IBM, AHMEDABAD (SEP 2021-TILL DATE): As an L3 Dev Manager leading and managing ELM L3 Support (Doors Next (DNG), ETM products).**

  1. Took complete ownership of the DNG and ETM team L3 and Dev Management.

  2. Responsible for L3 Skill cases management on Salesforce, Defects and APARs management in Jazz.Net, ROCR and Ecurep, Dev Stories (MVP) and Sprint Task Management, QA and FVT activities, Product Improvement, L2-L3 Interlock calls and managing the team which consists of Cross-Functional, Cross-Domain and Cross-Regional folks, SubK (Contractors) management.

  3. Involved in team building, Knowledge Transition from Contractors to new IBMers, Connected with L2-AVP stakeholders, L2-Upgrade Review discussions, MOR presentations to Org Leader, What-If Analysis, Skill Gap Analysis, On-Call PagerDuty, Release Plan, Risks and Mitigation Plans.

  4. Created an appropriate Marshalling plan for the new DNG team and empowered them in a short period.

  5. Hiring the L3 first line Managers, Team Leads, Engineers and subKs.

- **PEGA SYSTEMS, BANGALORE (JULY 2012-FEB-2021): As a Software Engineering Manager led Product Sustaining Engineering team** to meet the complex demands of stake holders demands (L2 and Customers). Demonstrated ability to leverage expertise in application architecture to empower users and remove technical roadblocks for sales growth.

  - Responsible for Pega Case Management, Integration, System Management modules L3 activities. Manage and lead the above modules sustaining engineering folks.

  - Our team consists of CTS contractors, Pega L3 engineers and rotational basis L3 Pega Architects. This L3/Sustaining Engineering team is responsible to work all L3 tickets, preparing hotfixes, improvements work. We closely work with Pega core engineering team for the patches and releases and Pega Global Support team for handling customer cases, blockers.

  - Additionally, I involved In Customers Improvement Plans, Product Improvement Plans, Cloud-based infrastructure services, and Cross-Functional Team Building, Maintained Sharp Resolution Metrics, Value Chain Activities and Lead Sustaining Teams on various domains.

- **NESS TECHNOLOGIES, BANGALORE (AUG 2007-JUNE 2012): As a Technical Leader led Application Support & Maintenance team**. Involved in **"Continual Product Improvement Plan"** and optimized **FTE** and improved customer satisfaction by bringing value adds and implementing transformation in a planned manner. Built testing Automation activities and led the Automation team.

- **SOBHA RENAISSANCE, BANGALORE (NOV2004-AUG2007): As a Module Leader** led various modules on a **healthcare project** in Application Development Team and Maintenance team. Involved in improving customer affiliation, and operational efficiency, reducing product blockers, developing cross-functional activities, migration activities, and testing automation activities.

- **VSM SOFTWARE PVT LTD, Bangalore (May 2004-Oct 2004): As a Software Engineer** working on CRM domain project developer.

- **RAM Informatics, Chennai (Jun2002-Apr2004): As a Software Engineer/ Project Trainee** worked on CRM, Financial domain projects.

Core Skills & Strengths

- ☑ Cross-Functional Team Management
- ☑ Application Integration
- ☑ Cloud Computing
- ☑ Customer Interaction
- ☑ Scrum Master on Agile Methodologies
- ☑ Complex Project development
- ☑ Performance Tuning
- ☑ Product Improvement

- ▪ Process Reengineering
- ▪ Technical Design & Analysis
- ▪ Application Building
- ▪ Application Deployment
- ▪ Training & Mentoring
- ▪ Automation Solutions & Descriptive Programming
- ▪ Source Maintenance & Delivery
- ▪ Application Migration

Education, Training & Certifications

MASTER OF COMPUTER APPLICATIONS, Madurai Kamaraj University (India) (1999-2002)

BACHELOR OF SCIENCE, PHYSICS WITH ELECTRONICS AND INSTRUMENTATION TECHNOLOGY, Madurai Kamaraj University (India) (1996-1999)

Professional Development and Training Highlights

▶ **My LinkedIn Profile:**

https://www.linkedin.com/in/leo-iruthayaraj-2388a233

▶ **Achievements and other certificates:**

https://mylarjbucket.s3.ap-south-1.amazonaws.com/My+Milestones.pdf

Key Contributions

- Improved business operations by providing stakeholders with detailed root-cause analyses of billable engagements.
- Coordinated the product roadmap for the assigned applications and owned plugins to improve quality, consistency, and client satisfaction.
- Ensure compliance with the established software development methodology and Software Development Life Cycle (SDLC) for the leading projects.
- Conducted application code reviews to ensure compliance with application development best practices.
- Driving the hiring process by owning the recruiting process as well as developing the employee onboarding process.

License Issued by	Certificates	
ITIL® 4 Foundation	**ITIL Foundation Certificate in IT Service Management**	
	AWS Certified Solutions Architect-Associate 2020	
PEGA	**Certified System Architect (CSA)**	
CPE QAS	**Balancing Multiple Roles as a Leader**	
Project Management Institute	**Project Management Foundations**	**Scrum: Advanced**
(LinkedIn)	1. Learning Microsoft Dynamics 365: The Basics 2. Microservices: Design Patterns 3. Software Architecture: Breaking a Monolith into Microservices 4. Azure Functions for Developers 5. Building Resilience as a Leader 6. Boosting Your Confidence, Public Speaking and Performance 7. Learning React.js	8. C# Best Practices for Developers 9. Building Your Visibility as a Leader 10. C#: Advanced Practices 11. Designing RESTful APIs 12. Doubling Your Productivity 13. Humble Leadership: The Power of Relationships, Openness, and Trust 14. Learning Kubernetes 15. Succeeding in DevOps
Stimulus	**The Foundation of Good Performance Management by Stimulus Consulting group on 2010 at Ness Technologies.**	
ETI	**QTP certified by Edista testing Institute on 2008 at Ness Technologies.**	
DIT	**.NET training at Directions on IT Enabled services on 2003.**	
Brainbench the measure of achievement™	**Passed Brain bench Certification in .NET Framework Fundamentals assessment on 2006**	**Passed Brain bench Certification in Windows Application Development on 2002**
MAESTROS A UNIT OF NEDILINE	**Diploma in Software Development at Maestros (Microsoft authorized training Centre) on 19° (Visual Basic5.0 with MS Access) on 1999**	

- Proven record of recruiting, developing, and retaining great talent, and building world-class development teams.
- Leading customer interface meetings, including setting the agenda and facilitating the meeting.
- Managed a team of 14 members and was responsible for their mentorship, Setting Objectives, Reviewing Performance and Establishing a positive working environment.
- Responsible for design/development activities which may include leading, participating, or supporting the concept, planning, design and deployment stages.
- Contributed as an SME role for some of the .NET code base modules and took complete ownership of them.

AREAS OF TECHNICAL EXPERTISE

PROJECT MANAGEMENT/PROGRAM MANAGEMENT (*JIRA, Pega Agile Studio, Mesh, Rally, PMF*),

CRM TOOL (*Microsoft Dynamics-365*),

SDLC (*Agile Scrum, Scrum of Scrum, Kanban, Scrumban and Waterfall methods*),

BUSINESS DOMAINS (*CRM, Healthcare, Financial*),

OFFICE (*Microsoft Word, Excel and PowerPoint*)

CLOUD COMPUTING (*AWS, Kubernetes, Azure*),

PROGRAMMING LANGUAGES (*VB.NET, C#, Java, C++, Visual Basic 6.0*),

PEGA BPM (*PRPC 6, Pega 7 and Pega Infinity versions*),

RDBMS DATABASE DESIGN (*SQL, PL/SQL, Stored Procedures*),

WEB PROGRAMMING (*ASP.NET, Silverlight*),

SCRIPTING LANGUAGES (*VB Script, Shell Script, Window Script, HTML, JavaScript, NODE.JS, REACT, XML*),

OFFICE DEVELOPMENT (*VBA Macro Code Design and signing, Templates Design and PowerPoint Animator*),

TEST DRIVEN DEVELOPMENT, AUTOMATION TESTING TOOLS (*Selenium, QC, QTP (Descriptive Programming), SOAPUI*)

BUILD & DEPLOYMENT (*DevOps (Jenkins), ANT scripts, Install Shield, MSI, CAB Build and signing*),

STORAGE / VERSION CONTROLS (*GIT, Microsoft SharePoint, Apache Subversion (SVN), Microsoft VSS*),

OPERATING SYSTEM (*Windows, Linux, MS-DOS*),

WEB SERVERS (*IIS, Tomcat*),

IDE TOOLS (*VS.NET, Visual Studio Tools for Office Add-in (VSTO)*, SOAP/HTTP

DEBUGGING TOOLS (*Fiddler, Wireshark*), REPORTING TOOLS (*Crystal Report, Dynamic Cube*),

MODELING TOOLS (*Microsoft Visio*),

THIRD PARTY TOOLS FOR DOT NET (*Infragistics, Component One, Dynamic Cube, DevExpress, IKVM Tool*)

PROFESSIONAL WORKING EXPERIENCE HIGHLIGHTS

L3 DEV MANAGER, IBM, AHMEDABAD, IN (2021–TILL DATE)

- Lead and Manage the DNG product team from **Nov 2021 to Nov 2022** and ETM team from **Dec 2022 to till date**.

- This role is completely managing L3 and Development activities.

  i) **L3 ROLE**

  IBM® Rational® DOORS® Next Generation is a requirements management tool that leverages a web client and IBM Rational Jazz platform. https://www.ibm.com/docs/en/elm/6.0.6?topic=capabilities-rational-doors-next-generation This tool is vast and more customer-centric in the entire ELM system. Hence it used to get many customer escalations, SEV-1 and SEV-2 skill cases from L2, and AVP channels. My primary responsibility is to ensure the cases are triaged to the right folks and resolved according to their SLA. Nearly my DNG team worked on 982 skill cases in 2022.

  IBM® Engineering Test Management is a collaborative, web-based tool for planning, constructing, managing, and executing tests throughout the development lifecycle. https://www.ibm.com/docs/en/elm/7.0.3?topic=capabilities-etm ETM team worked 33 skill cases in Dec2022 to Jan2023 under my supervision.

  In this tenure there were plenty of skill cases converted to APARs and many TFRs provided to customers apart from the periodical iFixes. My Responsibilities fall under L3 Skill cases management on Salesforce, Defects and APARs management in Jazz.Net, ROCR and Ecurep, and L2-L3 Interlock calls.

  ii) **DEV ROLE** – There were several enhancements (MVP – User stories) planned for the upcoming release for both DNG and ETM teams. I am involved in story sizing, resource engagements, skill gap analysis, QA- FVT part and its supervision as an Engineering Manager.

- Additionally, I was involved in team building, Knowledge Transition from Contractors to new IBMers, Connected with L2-AVP stakeholders, L2-Upgrade Review discussions, MOR presentations to Org Leader, What-If Analysis, Skill Gap Analysis, On-Call PagerDuty, Release Plan, Risks and Mitigation Plans on staffing and sizing.

- Created an appropriate Marshalling plan for the new DNG team and empowered them in a short period.

- Hiring the L3 first line Managers, Team Leads, Engineers and subKs.

SUSTAINING ENGINEERING MANAGER, PEGA SYSTEMS BANGALORE, IN (2012–2021)

- Applied Lean methods and achieved productivity gains, and value adds to customers.
- Achieved benefits from team consolidation and service line segregation.
- Involved in the SOW preparation on Resource Management.
- Extensive experience in Application Support & Maintenance, Product Engineering and Application Operations. Possess good communication, presentation, client facing and Leadership skills.
- Involved in Relationship Management with internal and external stakeholders.
- Good experience and proven ability to build, lead and motivate high-performance delivery teams with diverse technologies and domains.
- Created Dynamic Dashboards to validate our whole Sustaining engineering team performance metrics and channelize to our stakeholders automatically.
- Triaging the customer-escalated incidents to our team members and supporting them to resolve the tickets either by patches or workarounds within the SLA and ensuring the deliverables without TAT slippage.
- Additionally, taken care of the SME role for .NET-based Silverlight + ActiveX controls applied on Pega plugins and took ownership of their security by Symantec digital signatures.
- Knowledge in OpenShift, DevOps and Scaled Agile Framework (SAFe) and maintained the Pega Word Merge plugin in AWS S3 Bucket.
- Involved in the Design of VBA Macro code for Office plugins.
- Worked on JAWS tool operating with PRPC accessibility frameworks.

TECHNICAL LEAD, NESS TECHNOLOGIES, BANGALORE, IN (2007–2012)

- Involved in Service Management activities like managing SLA/KPI, Taking responsibility for Support & Maintenance activities.
- Worked on a Continual Improvement Plan for the Chordiant Marketing Director product.
- Optimized FTE and improved Customer Satisfaction by bringing value adds and implementing transformation in a planned manner.
- Rapidly promoted through positions of increasing responsibility and eventually tapped for a technical lead role adjoined with the Development team for the CMD Product.
- Migrated Install shield build setup from legacy VB.NET MSI build setup for Office AddIn for the Chordiant Decision Management Application.
- On the 6.7 version, the entire Office AddIn source was newly developed by VSTO with an office 64-bit supported feature on Chordiant Decision Management Excel AddIn utility with 5 members scrum team from various locations.
- Led 6 members Sustaining team for the CMD Product for various versions like 6.2.0.4, 6.3, 6.3.1, 6.4, 6.5, 6.6.0, 6.6.1, 6.6.2, 6.6.3 and 6.7. Our team developed the CMD Dashboard module, Campaign Validation Rules Module, Segmentation Manager Improvement, Score Models Improvement, Admin Console, etc., through C#, VB.NET, ASP.NET with Oracle.
- Led the 3 members team in Creating a Dynamic Multilinguistic Resource String conversion tool for Turkish, Chinese, and Polish characters and Upgraded Infragistics controls versions from 2006 to 2010 on the entire CMD product.

- As a Technical Lead and did a solo development role for updating the Install Shield deployment project and its build scripts for CMD version 6.3.1 and its higher versions.
- Enhanced user login authentication module with encoding and decoding feature.
- Led 6 people with the CMD automation team to complete the development of the automation test case scripts called TVL-0, and TVL-1 test cases according to their criticality using QTP and QC. Applied scrum methods and appeared in scrum master role to develop these scripts for CMD application versions 6.3.1, 6.4, 6.5, and 6.6.0.

PROJECTS SUMMARY

[Please click to view the details of the Complete project](#)

- **CRM - PEGA OFFICE ADDINS PLUGINS (***SILVERLIGHT, C#, VB.NET, ASP.NET, JAVASCRIPT, JAVA ON PEGA BPM***)**

- **CRM - MULTIPLE PROJECTS FOR CHORDIANT MARKETING DIRECTOR (***VB.NET, C#, JAVA WITH ORACLE / DB2 / TERADATA***)**

- **CRM - ADMIN CONSOLE TOOL FOR CHORDIANT MARKETING DIRECTOR (***ASP.NET, VB.NET WITH ORACLE***)**

- **CRM - DECISION MANAGEMENT OFFICE ADDINS (***VB.NET, C#, VSTO, IKVM TOOLS***)**

- **CRM - AUTOMATION SCRIPTS DEVELOPMENT FOR CHORDIANT MARKETING DIRECTOR** *(VBScript, QTP and QC, VB.NET, Test Advantage for Infragistics controls)*

- **HEALTHCARE - HOSPITAL INFORMATION SYSTEM-R-CARE** *(VB.NET, C#, ORACLE9I, SQL SERVER 2K, VISUAL SOURCE SAFE 6.0, CRYSTAL REPORT 10, DEVEXPRESS TOOLS)*

- **FINANCE- MPOWER-HRMS OF SRIT** *(ASP.NET, C#, SQL SERVER 2K)*

- **FINANCE - BALANCED SCORE CARD SYSTEM** *(ASP.NET, C#, SQL Server 2K, Crystal Report 9)*

- **FINANCE - HRMS (LEAVE MODULE) (***ASP.NET, VB.NET, SQL Server 2K)*

- **FINANCE - ESTEEMS AUTOMATION** *(VB.NET, SQL Server 2K)*

- **CRM - SUPPLIERS ELECTRONIC CORPUS** *(Visual Basic 6.0, SQL Server 2K)*

- **CRM - CORPORATION ONLINE INFORMATIVE SYSTEM** *(ASP, VB Script, SQL Server 2K)*