

LEO. I

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SOFTWARE ENGINEERING MANAGER

Skilled change agent and hands-on leader to Develop, Support and Deliver lucrative IT solutions across industries

Effectively manage and develop the teams including **PRODUCT ENGINEERING AND PRODUCT SUPPORT** by various roles like Project Development, Work Analysis and Assignment, Product Design for Improvement, Code Debugging and Bug Fixing with team members to identify areas of focus, where training may improve team performance, and improve incident resolution; Maintaining energy and focus when work is challenging, providing guidance and mentoring and developing staff Partners with routing manager to adjust, improve, and compare actual hours to planner hours; conduct variance analysis by workgroups/call loads; Work well in fast-paced and Agile development environment and drive continuous improvements; Execute performance and career development discussions; Provide coaching on technical and managerial issues, nurture strong performers within the technical organization. Extensive experience in Product SUPPORT AND Development role in CRM domain, Healthcare domain, Build Management, Product Configuration, Cross-Platform development activities.

18+ years track record summary

- **Software Engineering Manager (L3) on Product Engineering (Sustaining) team (2016 to 2021)** with Pega Systems that meet the complex demands of today's rapidly changing marketplace. Demonstrated ability to leverage expertise in application architecture to empower users and remove technical roadblocks for sales growth. Recognized for convincing customers, cross-functional team building, Maintain sharp resolution metrics, strong communication skills, work ethic and ability to develop, motivate, and lead technical teams on various domains.
- **Team Lead / SME on Global Support/Sustaining team (L2 and L3) (2012- 2016) with Pega Systems.**
- **Technical Lead / Module Lead / SME on the product development team (2008 - 2012) with Ness Technologies.**
- **SME / Senior Software Engineer/ Developer on Product enhancement / Project development, improving customer affiliation, operational efficiency, reducing product blockers, developing cross-functional activities, migration activities, testing automation activities on various organizations. (2002-2008)**

CORE SKILLS & STRENGTHS

- | | |
|---|--|
| <input checked="" type="checkbox"/> Cross-Functional Team Management | ▪ Process Reengineering |
| <input checked="" type="checkbox"/> Application Integration | ▪ Technical Design & Analysis |
| <input checked="" type="checkbox"/> Cloud Computing | ▪ Application Building |
| <input checked="" type="checkbox"/> Customer Interaction | ▪ Application Deployment |
| <input checked="" type="checkbox"/> Scrum Master on Agile Methodologies | ▪ Training & Mentoring |
| <input checked="" type="checkbox"/> Complex Project development | ▪ Automation Solutions & Descriptive Programming |
| <input checked="" type="checkbox"/> Performance Tuning | ▪ Source Maintenance & Delivery |
| <input checked="" type="checkbox"/> Product Improvement | ▪ Application Migration |

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AREAS OF TECHNICAL EXPERTISE

CLOUD COMPUTING	: AWS, Kubernetes, Azure, GCP
LANGUAGES	: VB.NET, C#, Java, C++, Visual Basic 6.0
PEGA BPM	: PRPC 6.1, 6.2, 6.3, Pega 7 and Pega Infinity versions
Project Management Tools	: JIRA, Pega Agile Studio, Mesh, Rally, PMF
OFFICE TOOLS	: Proficient in Microsoft Word and Excel, VBA Macro Code Design, PPT/Video Clip preparation for Stakeholders/Customers
SDLC	: Agile Scrum, Kanban, Scrumban and Waterfall
DATABASES	: Oracle, SQL Server, Microsoft Access
WEB PROGRAMMING	: ASP.NET, MVC4
INTERNET	: VB Script, HTML, JavaScript, jQuery, XML
AUTOMATION TESTING TOOLS	: QC, QTP (Descriptive Programming)
CONNECTIVITY	: ADO.NET, RPC
EXPOSURES	: WCF, WPF, ENTITY FRAMEWORK
TECHNICAL DOCUMENTATION	: ENGINEERING AND SUPPORT ARTICLES
PROJECT ESTIMATION	: FUNCTION POINT AND WBS
BUILD & DEPLOYMENT	: Install Shield, MSI
BUSINESS DOMAIN	: CRM, Healthcare, Financial
Operating System	: Windows-10, Windows 7, Windows XP, Linux, MS-DOS
Web Servers	: IIS, Tomcat
REPORTING TOOLS	: Crystal Report 10, DCube
MODELING TOOLS	: Microsoft Visio 2007
SOAP /HTTP DEBUGGING TOOLS	: SOAP UI, Fiddler, Wireshark
IDE TOOLS	: VS.NET, Visual Studio Tools for Office Add-in (VSTO)
THIRD PARTY TOOLS FOR DOT NET	: Infragistics2010, Component One, Dynamic Cube, Dev Express, IKVM tools
VERSION CONTROLS	: GIT, Apache Subversion (SVN), Microsoft Visual Source Safe

PROFESSIONAL EXPERIENCE HIGHLIGHTS

SOFTWARE ENGINEERING MANAGER IN PRODUCT ENGINEERING TEAM FOR PEGA SYSTEMS Bangalore, IN (2016–2021)

- ▶ Leading 9 members team which covers various modules on the Core Pega BPM framework.
- ▶ Team Management for both Pega Engineers and Cognizant contract Engineers under one team.
- ▶ Involved in the SOW reviewing and creating the JD for hiring CTS contractors.
- ▶ Created Dynamic Dashboards for our SWAT team performance metrics and channelize to our stakeholders automatically.
- ▶ Prepare and project the overall sustaining engineering team presentation to the worldwide stakeholders and Engineering VP every month either video clip or PPT.
- ▶ Triaging the customer engineering tickets to my team members and support them to resolve the tickets either by patches or workarounds within the SLA.
- ▶ Handling Customer escalations and motivating the team members to produce the deliverables without TAT slippage.
- ▶ Good experience in constructing a new team with collaborated skilled engineers on various domain expertise. (Successfully built the 9 members team added with Cognizant contract engineers and Pega SMEs on 2020.)
- ▶ Regularly motivate the team and maintain the success rate on resolving customer cases of around 1500 tickets per year.
- ▶ Meticulously work with the core engineering team and LI & L2 Support Engineering team to fill the gaps by KT and shuffling SME positions with various talented engineers.
- ▶ Additionally, take care of the SME role for Silverlight controls applied on Pega plugins which are all used for Word Merge, Image Scanning and Image viewing on Pega Platform 7 series through Microsoft technology.
- ▶ Enabled Word Merge functionality and its related plugins into Pega AWS and provided direct access to the required customers.
- ▶ SME on ActiveX controls Excel plugin, Outlook plugin, File attachments plugin and more on Pega Designer Studio. Involved in the GIT Hub enablement for the above Pega plugins.
- ▶ Design of VBA Macro code and Maintained the source of the plugins and enabled Symantec digital signature for sharing with customers.
- ▶ Worked on JAWS tool operating with PRPC accessibility frameworks.

TECHNICAL LEAD IN PEGA SYSTEMS AND WORKED FOR CHORDIANT MARKETING DIRECTOR PRODUCT Bangalore, IN (2012–2015)

- ▶ Rapidly promoted through positions of increasing responsibility and eventually tapped for a technical lead role within the Development team for CRM Group/CMD Product. Earned reputation as a skilled “Silent Killer” for complex enhancements in new development projects for CMD product and additionally worked for a sole developer for Product Improvement areas.
- ▶ Developed Campaign Validation Rules project on VB.NET with Oracle for CMD product by 7 team members scrum team as a scrum master role.
- ▶ Migrated Install shield build setup from old legacy VB.NET MSI build setup for Office AddIn (Excel AddIn and Excel Functions AddIn) for the Chordiant Decision Management Application for 6.6 version till 6.7 versions.
- ▶ On the 6.7 version the entire Office AddIn source was newly developed by VSTO with office 64-bit supported feature on Chordiant Decision Management Excel AddIn utility with 5 members scrum team from various locations.

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

- ▶ Technical lead role on Development team for CMD Product for the versions 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, 6.7. Ness technologies rewarded 3 times Star Performer awards in this tenure.
- ▶ Developed CMD Dashboard module through C#, VB.NET with Oracle. It's dynamically linked with ADO.NET techniques by cross-functional methods from old legacy ResultSet/RecordSet methods for Dashboard data on a single hand.
- ▶ Created dynamic multilinguistic Resource String conversion tool for Turkish, Chinese and Polish characters on a single hand.
- ▶ Upgraded Infragistics controls versions 2006 to 2010 on entire CMD product on CMD 6.6 version as an individual contributor.
- ▶ Updated Install Shield deployment project and its build scripts for CMD version 6.3.1 for many customers billable engagement requests.
- ▶ Led 6 people of MD automation team to complete development of the automation test case scripts called TVL0, TVL-1 test cases according to their criticality using QTP and QC. Applied scrum methods and appeared scrum master role to develop these scripts for CMD application versions 6.3.1, 6.4, 6.5, 6.6.0.
- ▶ Developed MSI build setup for Office AddIn (Excel AddIn and Excel Functions AddIn) for the Chordiant Decision Management Application 6.2 version.

Please note. Complete project details for the following list of projects can be viewed here.

https://github.com/leoiax/Resume/blob/c184b1122c4a60afb928cb235dba2e52b0adf3ee/Leo_CV_2021_Projects.pdf

More details can be viewed here @ <https://github.com/leoiax>

- **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*)
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OVERALL WORK EXPERIENCE

Extensive hands-on Leading Engineering team with SMEs, L3 Engineers, Support Engineers and having development experience in designing and configuring the cost-effective Pega plugins and developed various products and projects through DotNet Solutions for the following clients between 2002 and 2021. Roles included Software Engineering Manager, Technical Lead, Team Lead, Module Lead, Senior Software Engineer, Software Engineer:

[PEGA SYSTEMS, BANGALORE \(JULY2012-TILL DATE\)](#)

[NESS TECHNOLOGIES, BANGALORE \(AUG2007-JUNE2012\)](#)

[SOBHA RENAISSANCE, BANGALORE \(NOV2004-AUG2007\)](#)

[VSM SOFTWARE PVT LTD, Bangalore \(May2004-Oct2004\)](#)

[RAM Informatics, Chennai \(Jun2002-Apr2004\)](#)

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 copies are shown in the below document shared through AWS EC2 storage. <https://mylarjbucket.s3.ap-south-1.amazonaws.com/My+Milestones.pdf>

Licenses & certifications



Azure Functions for Developers

Issuing authority LinkedIn, license Issued Jun 2021



Boosting Your Confidence, Public Speaking and Performance

Issuing authority LinkedIn, license Issued Jun 2021



C# Best Practices for Developers

Issuing authority LinkedIn, license Issued Jun 2021



Project Management Foundations

Issuing authority LinkedIn, license Issued Jun 2021



C#: Advanced Practices

Issuing authority LinkedIn, license Issued May 2021



Designing RESTful APIs

Issuing authority LinkedIn, license Issued May 2021



Doubling Your Productivity

Issuing authority LinkedIn, license Issued May 2021



Humble Leadership: The Power of Relationships, Openness, and Trust

Issuing authority LinkedIn, license Issued May 2021



Learning Kubernetes

Issuing authority LinkedIn, license Issued May 2021



Scrum: Advanced

Issuing authority LinkedIn, license Issued May 2021



Succeeding in DevOps

Issuing authority LinkedIn, license Issued May 2021



Certified System Architect (CSA)

Issuing authority Pegasystems, license Issued May 2012

- ▶ **Attended Corporate training for The Foundation of Good Performance Management by Stimulus Consulting group on 2010 at Ness Technologies.**
- ▶ **QTP certified by Edista testing Institute on 2008 at Ness Technologies.**
- ▶ Passed Brain bench Certification in .NET Framework Fundamentals assessment on 2006.
- ▶ **Dot Net training at Directions on IT Enabled services on 2003.**
- ▶ Passed Brain bench Certification in Windows Application Development on 2002.
- ▶ Diploma in Software Development at Maestros (Microsoft authorized training Centre) on 1998 (Visual Basic5.0 with MS Access) on 1999

PERSONAL DATA

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