YOGA SELVARAJ

Cell: (613) 791 2329 yogaselvaraj@yahoo.com

OBJECTIVE

“To obtain a challenging technical position in the field of software engineering and services and contribute as part of a team by combining my engineering experience and education together with my transferable skills acquired over 18 years of industrial and institutional exposure to support the research and technical objectives of the group”

PROFILE

Excellent work experience on IT projects in an agile and waterfall method of collaboration for business intelligence and data analytics, Cloud Architecture, Data life cycle design strategies and implementation roadmaps planning for data management program, complex system analysis and application design, Scrum Master, technical lead roles, data management, Business Intelligence, requirement gathering sessions, agile scrums, Joint Application Design (JAD) sessions, stakeholder business case presentation, options analysis demos, software testing, use cases, data analysis and quality audits, data models, test strategies & test planning, project environments set-ups and build deployments, production coordination, deployment plan preparation and approval coordination, Case Management systems implementations in relation with several projects and business application programs.

Over the years, I have successfully demonstrated my ability to excel in Technical leadership, System Architecture Designs, Data Models, Data Architectures, Data flow diagrams, Large user base, Jira workflows and issue tracking, multiyear transformation projects, small-to-medium initiatives with escalating levels of complexity, Business analysis, BPMN, functional specifications, data and information management, Performance, integration, system, and regression testing, business interactions to understand problem analysis and resolution, incident and problem management as a first- and second-line of support as well as tier-3 (COTS vendor contact) management.

Provide clear, up-to-date documentation not just for my teams but also for our clients to share the information and avoid the loss of experience through turnover.

SECURITY CLEARANCE

Level: Secret Level II, Enhanced Reliability at PWGSC.

COMPUTER AND TECHNICAL SKILL SET

* Operating Systems: Windows 10

* Software and Tools: Amazon Web Services (AWS), PowerBI, Mainframe, IBM Spectrum Suite, IBM InfoSphere Information Governance Catalog (IGC), IBM Data Architect (IDA), IBM DataStage, Cognos BI Suite (AS and QS), Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, Xplanner, SharePoint 2007 & 2010, CSDC AccessPro, DevoTeam’s RVR, JIRA, Serena Teamtrack, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), REMEDY, Nortel VPN client, Internet explorer, Netscape Communicator, Call Pilot, VMware, PC client, Iron Mountain Data back-up and recovery, Symantec End Point Protection, Rational Rose, Lotus Notes, Blackberry and Oracle8.0
* Other Core Skills: Technical Architect, Technical Lead, Software Development Life Cycle (SDLC), BPMN, Agile & Waterfall methodologies, Scrum and Kanban Frameworks, Jira workflows and issues tracking, Requirements Development, Unified Modeling Language (UML), Documentation and Management, Embedded Systems, Mobile Networking, Data Packets, Protocol Stacks, IP Networking, OSI model, PBX, Digital Switching, COTS, Financial Systems, Legacy Systems, Mainframe, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

SIGNIFICANT ACHIEVEMENTS

ITIL Foundation 4 – Completed training course from Simplilearn – March 2021

Certified Scrum Master (CSM) from Scrum Alliance International Valid from July 12, 2019 to July 12, 2022.

Technical expertise in Information Management and Data Architectures, Data Management and Strategies, Planning Skills, Technical Architectures, Strong Leadership Skills, Agile project charter presenter, Joint Application Design (JAD) sessions, business requirement documents, designing the application changes and deployment coordination, reviewing the developmental changes, and testing. Worked on agile methodology along with multiple teams involving Software Development Life Cycle (SDLC) practices on many projects.

Strong work experience in leading program implementation guidelines and approaches, data designs and changes for successful project implementations, Led and supported complex financial, mainframe applications, case management systems, services and support for web applications interfaces for projects and program. Excels in Software test strategies for various testing needs in project environments and in application support initiatives for various financial applications.

Excel in customer service, teamwork and time management and leadership skills. Experience in communicating complex technical concepts to non-technical users and strong negotiation skills, Possess Quick Learning abilities, work with minimum supervision and has an aptitude for learning new software; Very analytical, effective communication skills, excellent problem solving skills, facilitation and negotiation and interpersonal skills.

Received positive feedbacks from business and management; Certificate of Appreciation

RCMP-GRC (Our current Project CJIM Won “2016 Excellence in IT Community Award”), Business Analysts World Conference participant from EDC, customer appreciation letters, best performances excellence awards for quality professional and for technical support specialist with AT&T service desk. Exclusively selected and received software testing course with EDC and “Winning with Customers” trainer certification from HP. Achieved first prize for Microprocessor Programming at national level competition.

PROFESSIONAL EXPERIENCE

Senior Analyst Oct 2020-Mar 2022

Canadian Border Service Agency (CBSA), Ottawa

* Led and developed data flow diagrams, data architectural designs to support new designs to enhance the business team’s needs in dashboards and reports for its stakeholders.
* Worked with cross-functional teams at the different technical teams within the areas of conceptual design, specification and business functionalities of the project intake process at CBSA.
* Prepared business requirements on new and existing change management priorities associated with Business Intelligence and Analytics
* Analysed various templates used for several releases and identify similarities and variants based on Analytics guidelines and project work plans initiatives.
* Contributed to conduct agile scrum meeting sessions with client and technical teams to develop technical design documents, functionalities, business rules, cross-functional workflow and process flow diagrams to support all the development work.
* Established data management standards with system changes and work plan Implementation for major architectures within a complex mission systems.
* Formulated agile based approach to identify data assets, data requirements and successful implementation of templates to system design documents.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 10
  + Software and Tools: Amazon Web Services (AWS), PowerBI, IBM Spectrum Suite, IBM InfoSphere Information Governance Catalog (IGC), IBM Data Architect (IDA), IBM DataStage, Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, Xplanner, SharePoint 2007 & 2010, CSDC AccessPro, DevoTeam’s RVR, JIRA, Serena Teamtrack, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), REMEDY, Nortel VPN client, Internet explorer, Netscape Communicator, Call Pilot, VMware, PC client, Iron Mountain Data back-up and recovery, Symantec End Point Protection, Rational Rose, Lotus Notes, Blackberry and Oracle8.0
  + Other Core Skills: Technical Architect, Technical Lead, Software Development Life Cycle (SDLC), Agile & Waterfall methodologies, Scrum and Kanban Frameworks, Jira workflows and issues tracking, Requirements Development, Unified Modeling Language (UML), BPMN, Documentation and Management, Embedded Systems, Mobile Networking, Data Packets, Protocol Stacks, IP Networking, OSI model, PBX, Digital Switching, COTS, Financial Systems, Legacy Systems, Mainframe, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Business Analyst

Jan 2020-Sep 2020

Kinnara Data Solution Inc, Ottawa.

* Led and developed architecture and technical design Specifications documents to lead development team
* Developed and designed System Requirements Traceability Matrix(S-RTM) for a complex business systems.
* Tracked and managed software development in agile scrums, Jira workflows, project report and issues in JIRA.
* Worked in team based environment and assisting junior resources to gain business knowledge of database and data structures
* Extensively identified and documented new processes and developed implementation strategies.
* Migrated old document repository to support the implementation of Open Information and Open Data
* Established work in a collaborative environment between technology and the other disciplines.
* Expertise in Jira workflows for projects on regular and enhanced release cycles with the technical teams.
* Provided innovative solutions to push the boundaries of technical constraints on data analysis, work flows and business process reviews
* Proficient in analysing existing application and data capabilities and technical and business requirements and its reporting development and implementation.
* Developed and redesigned frameworks and recommended areas for improved capability and integration with new dimension.
* Developed use cases for requirements and work on finalizing the functionality of the field level analysis, business rules on business requirements and use cases.
* Collaborated with business and technical teams on updating the changes to business requirement documents, functional specifications analysis, database reviews, other environment set-up demos, JAD sessions, user role preparation and management, review of project documentations, testing and work within the integration environments along with development team to test the changes.
* Translated use case and business requirements, conceptual design plans into test cases for end to end workflow scenarios and User Interface design of the project cycle.
* Preparing Integration, functional requirements, plans, and interface level requirements and test cases for each release on the project development lifecycle.
* Analyzed and documented end-user request for improvements or alterations with application changes on reporting structures.
* Prepared briefing material and presentations for senior management.
* Effectively communicated with stakeholders to define requirements and clarification on the areas to aid in development and testing.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 10
  + Software and Tools: Amazon Web Services (AWS), PowerBI, IBM Spectrum Suite, IBM InfoSphere Information Governance Catalog (IGC), IBM Data Architect (IDA), Cognos BI Suite (AS and QS), IBM DataStage, Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, Xplanner, SharePoint 2007 & 2010, CSDC AccessPro, DevoTeam’s RVR, JIRA, Serena Teamtrack, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), REMEDY, Nortel VPN client, Internet explorer, Netscape Communicator, Call Pilot, VMware, PC client, Iron Mountain Data back-up and recovery, Symantec End Point Protection, Rational Rose, Lotus Notes, Blackberry and Oracle8.0
  + Other Core Skills: Technical Architect, Technical Lead, Software Development Life Cycle (SDLC), Agile & Waterfall methodologies, Scrum and Kanban Frameworks, Jira workflows and issues tracking, Requirements Development, Jira workflows and issue tracking, Unified Modeling Language (UML), BPMN, Documentation and Management, Embedded Systems, Mobile Networking, Data Packets, Protocol Stacks, IP Networking, OSI model, PBX, Digital Switching, COTS, Financial Systems, Legacy Systems, Mainframe, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Analyst (Team Lead) Sep 2019-Jan 2020

Global Affairs Canada (GAC), Gatineau.

* Led the Data Management team with Data Strategies based on DMBOK body of knowledge guidelines and TBS Digital initiatives and project work plans initiatives.
* Led and developed data flow diagrams, data architectural designs to support new designs to enhance the business team’s needs in procurement and its stakeholders.
* Formulated agile based approach to identify data assets, data requirements and successful implementation of templates to system design documents.
* Extensive current state business intelligence analysis involving ETL process design star schemas in IBM Data stage for the GAC program adoption of the data standards, reference data analysis, business rules on business requirements and use cases (Crawl, Walk and Run Phases) alignment with IM/IT divisions.
* Collaborated with business and technical teams on dashboard preparation using IBM spectrum suite, folder views, updating the changes to business requirement documents, functional specifications analysis, database reviews, other environment set-up demos, sprint retrospectives, user role preparation and management, review of project documentations, testing and work within the integration environments along with development team to test the changes.
* Conducted scrum meeting sessions with client and technical teams to develop technical design documents, functionalities, business rules, cross-functional workflow and process flow diagrams to support all the development work.
* Administered the data assets for case management system to enable GAC teams to use a central catalog of glossary assets and information assets to end users within the IBM Information Governance Catalog (IGC).
* Standardized the import and exports, custom attributes and varied category and terms language requirements within the IBM IGC.
* Prepared data management presentations and briefing notes for management on current and emerging trends and priorities in the GC associated with Business Intelligence and Analytics.
* Established Data management standards with system changes and work plan Implementation for major architectures within a complex mission systems.
* Worked with cross-functional teams at the PMLC, SDLC and enterprise architecture level to integrate Data life cycle in System architectures and business stakeholders in the areas of conceptual design, specification and business functionalities of the project intake process at GAC.
* Gathered data requirements for mission based application feature enhancements through agile approach, scrum meetings along with the business clients and technical team members.
* Designed and developed Data quality proof of concepts, data stewardship implementation roadmaps, system requirements standards, work plans, templates, project plans, reports, and dashboards for business analysis on several project release phases.
* Reviewed conceptual solutions analysis, system design documentation, and database designs ensuring thorough testing of all business process compliance requirements (e.g. data level Scripts, responses, Data Quality and triggering requirements).
* Met with business client to collaborate in Joint Application Design (JAD) sessions and establish stories in JIRA for an AGILE environment using Kanban methodologies and requirement document for application features and design.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 10
  + Software and Tools: Amazon Web Services (AWS), PowerBI, IBM Spectrum Suite, IBM InfoSphere Information Governance Catalog (IGC), IBM DataStage, IBM Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, redmine, Xplanner, ASP.Net, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, and Oracle8.0
  + Other Core Skills: Architectural Design Analysis, Joint Application Design (JAD) sessions, Data Audits, Senior Technical Lead, Software Development Life Cycle (SDLC), Agile(Scrum) & Waterfall methodologies, Jira workflows and issues tracking, Requirements Development, Documentation and Management, Data Packets, Protocol Stacks, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Business Systems Analyst Mar 2018-Sep 2019

Public Services and Procurement Canada, Gatineau.

* Conducted agile collaborative sessions with client and technical teams to develop technical architectures, design documents, functionalities, business rules, cross-functional work flow and data, process flow diagrams to support all the development work.
* Established process standards with system changes and work plan Implementation for major architectures within a complex procurement system.
* Formulated agile based approach to system level requirements and successful implementation of templates to system design documents.
* Led and developed architectural designs to support new designs to enhance the business team’s needs in procurement and its stakeholders.
* Translated use case and business requirements, conceptual design plans into test cases for end to end workflow scenarios and User Interface design of the project cycle.
* Reviewed conceptual solutions analysis, system design documentation, and database designs ensuring thorough testing of all business process compliance requirements (e.g. data level Scripts, responses, Data Quality and triggering requirements).
* Met with business client to collaborate in Joint Application Design (JAD) sessions and establish stories in JIRA for an AGILE environment using Kanban methodologies, managed Jira workflows and requirement document for application features and design.
* Developed use cases for requirements and work on finalizing the functionality of the field level analysis, business rules on business requirements and use cases.
* Collaborated with business and technical teams on updating the changes to business requirement documents, functional specifications analysis, database reviews, other environment set-up demos, JAD sessions, user role preparation and management, review of project documentations, testing and work within the integration environments along with development team to test the changes.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 10, 7, XP
  + Software and Tools: Mainframe, IBM Rational Quality Manager, IBM Clear Quest, Java ebLogic, SQL Developer, redmine, Xplanner, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, and Oracle8.0
  + Other Core Skills: Architectural Design Analysis, Joint Application Design (JAD) sessions, Data Audits, Senior Technical Lead, Software Development Life Cycle (SDLC), Agile(Scrum) & Waterfall methodologies, Jira workflows and issues tracking,, Requirements Development, Documentation and Management, Data Packets, Protocol Stacks, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Business Analyst Nov 2017- Feb 2018

Health Canada, Ottawa.

* Conducted Joint Application Development (JAD) Sessions with technical and business stakeholders in the areas of conceptual design, definition of a change release strategy for application change initiatives, specification and business functionalities of the case management system project.
* Led and managed change initiatives for application design, requirements gathering iterations in agile on the strategic plans for web based application feature enhancements through meetings along with the business clients and technical team members.
* Designed and developed system requirements standards, work plans, templates, project plans, reports, and dashboards for business analysis on several project release phases.
* Reviewed conceptual solutions analysis, system design documentation, and database designs ensuring thorough testing of all business process compliance requirements (e.g. data level Scripts, responses, Data Quality and triggering requirements).
* Met with business client to collaborate in Joint Application Design (JAD) sessions and establish user acceptance criteria for user stories in JIRA for an AGILE environment using Kanban methodologies, designed Jira workflows and requirement document for application features and design.
* Developed use cases for requirements and work on finalizing the functionality of the field level analysis, business rules on business requirements and use cases.
* Collaborated with business and technical teams on updating the changes to business requirement documents, functional specifications analysis, database reviews, other environment set-up demos, JAD sessions, user role preparation and management, review of project documentations, testing and work within the integration environments along with development team to test the changes.
* Translated use case and business requirements, conceptual design plans into test cases for end to end workflow scenarios and User Interface design of the project cycle.
* Preparing Integration, functional requirements, plans, and interface level requirements and test cases for each release on the project development lifecycle.
* Created and maintained the test data plans, create other necessary test data from other system based data requirements while ensuring data and cross system integrity.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 10
  + Software and Tools: Mainframe, IBM Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, redmine, Xplanner, ASP.Net, VB.Net, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, and Oracle8.0
  + Other Core Skills: Architectural Design Analysis, Joint Application Design (JAD) sessions, Data Audits, Senior Technical Lead, Software Development Life Cycle (SDLC), Agile(Scrum) & Waterfall methodologies, Jira workflows and issues tracking, Requirements Development, Documentation and Management, Data Packets, Protocol Stacks, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Analyst Dec 2013- Nov 2017

Royal Canadian Mounted Police (RCMP), Ottawa.

* Subject Matter Expert in the areas of conceptual design, specification and business functionalities of the cas3 management project.
* Gathered requirements and change requests for application feature enhancements through meetings along with the business clients and technical team members.
* Lead, trained and mentored junior quality assurance testers in developing and executing system testing, automated testing with Java based client server interactions;
* Designed and developed system test team standards, conducted risk assessments on change management plans, work plans, templates, test plans, reports, and dashboards for test execution on several project release phases.
* Reviewed conceptual solutions analysis, system design documentation, and database designs ensuring thorough testing of all business process compliance requirements (e.g. data level Scripts, responses, Data Quality and triggering requirements).
* Met with business client to collaborate in Joint Application Design (JAD) sessions and established user acceptance criteria for user stories in an AGILE scrum methodologies, designed and maintained Jira workflows and requirement document for application features and design.
* Identified requirements traceability of test cases and worked on testing the functionality, integration and regression tests on requirements and use cases.
* Responsible for test case management in IBM tools and development of testing strategies and test planning for releases.
* Collaborated with business and technical teams on updating the changes to business requirement documents, conveying complex technical concepts to non-technical clients, functional specifications analysis, database reviews, other environment set-up demos, JAD sessions, user role preparation and management, review of project documentations, testing and work within the integration environments along with development team to test the changes.
* Designed and Developed automation templates to generate data packets which includes automation of Data Creation Tool to generate massive data.
* Designed and Developed traceability matrix to automate data tool
* Translated use case and business requirements, conceptual design plans into test cases for end to end workflow scenarios and User Interface testing of the project cycle.
* Preparing Integration, functional test suites, plans, and interface level requirements and test cases for each release on the project development lifecycle.
* Created and maintained the test data plans, create other necessary test data from other system based data requirements while ensuring data and cross system integrity.
* Extensive work knowledge in technical writing for the test strategy and test plan documentation for release phases of project.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 7, XP
  + Software and Tools: Mainframe, IBM Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL Developer, redmine, Xplanner, ASP.Net, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, and Oracle8.0
  + Other Core Skills: Architectural Design Analysis, Joint Application Design (JAD) sessions, Data Audits, Senior Technical Lead, Software Development Life Cycle (SDLC), Agile(Scrum) & Waterfall methodologies, Jira workflows and issues tracking, Requirements Development, Documentation and Management, Data Packets, Protocol Stacks, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Business Analyst (Financial, Legal and Insurance Applications Support SME) 2009- 2013

Export Development Canada (EDC), Ottawa.

* Analyzed application issues to identify problem areas on options analysis and recommend corrective action by thorough data level analysis report. Coordinated warranty deployments, maintenance releases for many financial, insurance portfolio case management systems.
* Collaborated with other team members such as business analysts and System analysts for demos on support queries, disaster recovery plans, business continuity plans on data quality and integrity, process improvements and project areas.
* Worked with development team on preparing test plans, testing techniques, acceptance criteria for each user stories, set up and managed workflows in Jira based on agile methodology.
* Tested the functionality, integration and regression tests on user stories. Wrote test plans, reports and summary of production changes to management on a regular basis.
* Conducted test planning sessions, feedback sessions with business and technical teams on testing and worked together with the development team to test the changes.
* Gather data migration mapping for project deployment of SharePoint sites, implantation plans for the user administration and site permission requirements from clients involved in major financial project areas as well as production fixes.
* Proven record of applying creative and critical analysis and solution options to improve business functionality and time.
* Organized stand-up scrums, formulated User stories as requirement documents, Managed changes on requirements for the user stories through Joint Application Design (JAD) sessions on web enhancement and credit transformation projects. Analyzed the requirements, discussed suggested solutions with other programmer analysts and Communicated with clients of the technical feasibility and suggested solutions outcome.
* Engaged in building strong working relationships with the key players of business, vendor, and teams in the applications I undertake project initiatives.
* Strong work experience on preparing project charter, requirement gathering on Share Point Meta data for collaboration site project areas, use cases, setting internal team standards for Data analysis, records management policies and the retention policies and in-house search discovery tool.
* Extensive experience handling continuous improvement initiatives in a Joint Application Design (JAD) sessions for support team by identifying opportunities and suggesting recommended solutions to enhance team and individual goals.
* Key contributor for developing support and processes for complex financial, legal and insurance application systems (both in-house and COTS) and technically managed requirements, expectations, testing and roll out for adding a new bank to the financial system to enhance operational effectiveness
* Worked closely with Operations Control and Database Administration teams as a subject matter expert for supported applications and data management.
* Created and managed problem reports in issues tracking tool Remedy for production releases and Change requests, issue tracking activity that might result from a production problem escalation.
* Successful in communicating the relevant information to management and colleagues in a timely, clear, concise and proactive manner.
* Managed and exceeded client expectations, communicated complex technical concepts to non-technical clients, established positive strong continuing relationships with clients.

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 7, XP
  + Software and Tools: Mainframe, Java Weblogic, SQL Developer, Xplanner, SharePoint 2007 & 2010, CSDC AccessPro, Remedy, DevoTeam’s RVR, JIRA, Serena Teamtrack, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, and Oracle8.0
  + Other Core Skills: SME(Subject Matter Expert) on Mainframe Credit Applications for Finance, Insurance and Legal, Software Development Life Cycle (SDLC), Agile & Waterfall methodologies, Jira workflows and issues tracking, Requirements Development, Joint Application Design (JAD) sessions, Unified Modeling Language (UML), Documentation and Management, COTS, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Senior Business Analyst 2004-2009

Hewlett Packard, Kanata

* Developed over the years of expertise in business systems technical analysis and recommended solutions, test plans, meeting presented on services and support through a Joint Application Design (JAD) sessions, in-depth knowledge of applications, software’s, installations and configurations of OS and software, data quality audits and data backup processes
* Communicated effectively with all levels of management and built positive relationship with management and team members.
* Conducted risk assessment on change initiatives for the service changes and release management initiatives and contributed many change initiatives for better team performance.
* Collected and organized technical guides and solution for problems, and make fair-consistent judgment in all areas of quality measurement
* Coordinated meetings with management in a JAD session mode to discuss the data quality results of the service delivery on various case management systems and other business process improvement recommendations.
* Contributed and maintained the knowledge on the desk in a shared Knowledgebase-Serviceware for effective team work
* Worked with other systems analysts to evaluate the problems and prepared options analysis.
* Worked with live Incident tracking database (Remedy), HP’s Clarify WFM, other Nortel products and tools, OS and applications.
* Prepared functional specification on the tracked service incident management issues and updated the changes to the service incidents
* Trained and advised analyst as a quality lead and senior business analyst.
* Led and improvised the performance of the AT&T helpdesk team by implementing achievable goals and follow-up processes.
* Identified trends on the desk concerning quality and resolved it effectively with management.
* Managed agents training, data management, offered coach-backs and mentoring agents to help them improve on their work efforts and quality.
* Communicated effectively with all levels of management and built positive relationship with management and team members.
* Performed disaster recovery plans, business continuity plans on service operations, change and release management initiatives and contributed many change initiatives for better team performance.
* Collected and organized technical guides and solution for problems, and make fair-consistent judgment in all areas of quality measurement
* Provided technical support analysis to diagnose problems and proposing solution gap analysis for internal, external operations. Communicated and shared knowledge on technical documents, use cases, concepts and solutions to managers, peers, colleagues and clients.
* Analyzed and developed workarounds to various application and OS based incidents for timely solutions. Verified accuracy of data and process improvement areas with management.
* Identified trends after system updates, application data changes concerning quality and managed the team deliverables effectively

COMPUTER AND TECHNICAL SKILL SET

* + Operating Systems: Windows 7 and XP
  + Software and Tools: IBM Clear Quest, Java Weblogic, SQL Developer, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook),REMEDY, Nortel VPN client, Internet explorer, Netscape Communicator, Call Pilot, MCS PC client, Iron Mountain Data back-up and recovery, Symantec End Point Protection, Rational Rose, Lotus Notes, Blackberry and Oracle8.0
  + Other Core Skills: Technical Lead, Software Development Life Cycle (SDLC),

Documentation and Management, Embedded Systems, Mobile Networking, Data Packets, Protocol Stacks, IP Networking, OSI model, PBX, Joint Application Design (JAD) sessions, Jira workflows and issues tracking, Digital Switching, COTS, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

Software Engineer (Business Analyst) 2001-2004

Sigpro Wireless Inc., Ottawa

* Analyzed system requirements, system realization analysis for applications such as GPS, Bluetooth, MP3, and MPEG4.
* Created System UML diagram for the different workflows for the design through a series of Joint Application Design (JAD) sessions among other technical team members and stakeholders.
* Documented and coded signaling protocol messages for RRC, RLC and physical layer in baseband processing.
* Identified Test plans, created manual test scripts, Executed test cases for different 3G wireless standards like CDMA, WCDMA and GSM.
* Wrote test plans / test cases / test reports and all documentation for all test processes.
* Reviewed and approved testing methodologies, verification routines for software products and validated test procedures.
* Worked effectively to research, analyze the specifications, design and development of use cases with rational tool for the wireless software workflows and modules.
* Worked on testing driven development routines and data mapping for the 3G standards based data for product demos, and prepared application documentation to discuss with the management and other project teams to reduce information gaps.
* Created, established and maintained the version control system for users of software development to address the need for source and object code libraries repository.

Software Engineer (Business Analyst) Intern

* Participated in software development, requirements specification, test driven development and verification routines for wireless software products.
* Coded and debugged software control flow messages on wireless software platform and researched various aspects pertaining to software/application functionalities of wireless chip.

COMPUTER AND TECHNICAL SKILL SET

o Operating Systems: Windows 7 and XP

* + Software and Tools: IBM Rational Quality Manager, IBM Clear Quest, Java Weblogic, SQL
  + Developer, Xplanner, Serena Teamtrack, Microsoft Office (Project, Word, Excel, PowerPoint, Visio, Outlook), Internet explorer, Netscape Communicator, Symantec End Point Protection, Rational Rose, Lotus Notes, Blackberry and Oracle8.0
  + Other Core Skills: Technical Lead, Software Development Life Cycle (SDLC), Waterfall methodology, Requirements Development, Unified Modeling Language (UML), Documentation and Management, Embedded Systems, Mobile Networking, Data Packets, Protocol Stacks, IP Networking, OSI model, Joint Application Design (JAD) sessions, COTS, Vendor Management, Service Delivery, Development Environments, Application Integration, Team Player, Client-Server, Network Management

EDUCATION

Master of Engineering (M.Eng) 1999-2001

Faculty of Electrical and Computer Engineering,

University of Ottawa, Ottawa, Ontario

Bachelor of Engineering (B.Eng) 1995-1998

Department of Electronics and Communication Engineering,

Bharathidasan University, Chennai, India

Diploma in Electrical and Electronics Engineering, (D.E.E.E) 1992-1995

Muthiah Polytechnic, Chennai, India

REFERENCES AVAILABLE UPON REQUEST