



Professional Summary:

- Having **14.6+ years** of IT experience with **10.7+ years** of FileNet Administration and configuration, Design and Development in Banking, cards and Insurance domains for ECM solutions. And **2 years** of experience as a DevOps Engineer with Configuration, Build and release management, CI/CD deployment using Git, Jenkins, AWS, Ansible, Docker, and Maven.
- Technically efficient in **DevOps** Tools, FileNet **P8 5.1, 5.2**, Shell Scripting, **Java** and Java Script, JSP.
- Implemented a **CI/CD** pipeline involving **Jenkins**, Git, Ansible, **Docker** swarm for complete automation from commit to deployment.
- Experienced in creating, configuring and maintaining Infrastructure on AWS Cloud services including **VPC, EC2, RDS, S3, Route53, SNS, CloudFront**, CloudWatch and **IAM**.
- Experienced in creating various dashboards, metrics, alarms and notifications for servers using **AWS Cloud Watch**.
- Scheduling jobs like snapshots, auto start and stops using lambda functions using Cloud formation templates to launch VPC's and instances in the AWS cloud.
- Experience working with version control systems like Subversion, GIT and used Source code management tools **GitHub**, GitLab including command line applications.
- Jenkins Continuous integration server installation and configuration for Git repositories.
- Installation and configuration of IBM FileNet P8 4.5, 5.1 and 5.2 systems using HA, GPFS, TSM and WebSphere with different database on Windows, AIX and Linux servers.
- Installation and configuration of Case Analyzer **5.1**, IBM eDM/A, IBM **ICN & ICM**, IBM **ICC** and **ICC4SAP**, IBM **CSS**, and IBM **ECM** System Monitor **5.1** tools.
- Involved in developing ICN plugins using java script, DOJO, java programming.
- Configure P8 CE, PE by creating object store, document classes, property templates, choice lists, subscriptions, Region Ids, Connection Points/Routers, queues, rosters and configuring component integrators.
- Strong work ethic with good Interpersonal, self-motivated and Organizational skills.
- Well-developed interpersonal and communication skills, having dealt with diverse professionals, clients & team members at global locations.
- Experienced in Customer handling and Team Management, has blend of technical and business facing skills, including strong communication and stakeholder management skills
- Involved in all phases of the **SDLC** (Software Development Life Cycle) from analysis, design, development, testing, implementation and maintenance with timely delivery against aggressive deadlines.

WORKING EXPERIENCE:

- **Wipro Technologies** :- March 2013 to till date (onsite work in Australia and UK)
- **Capgemini India Pvt Ltd** :- Aug 2007 to March 2013.

QUALIFICATION:

Degree and Date	University	Institute	Major and Specialization
Bachelor of Technology in 2005	BPUT, Odisha	JITM	Information Technology Engineering

TECHNICAL SKILLS:

DevOps Tools / Cloud System	AWS, Jenkins , GitHub, GitLab, Gitea, Git , Subversion, Bitbucket, Docker , Kubernetes, Ansible , Maven, Jfrog Artifactory, SonarQube, Jacoco
IBM FileNet P8	FileNet CPE/CE, PE, AE, IBM ICC or ICC4SAP, Process and case Analyzer, Image Services, IBM Content Management System Monitor(ECMSM), BPM 7.5, ICN, WorkplaceXT, Record Manager, BPF, eDM
Languages	Core Java and Servlet, JavaScript , JSP, CSS, HTML and XML, NDM
Scripting Language	Shell Scripting , Perl Scripting , Python
Database	Oracle 9i/10g/11g/12c, Sybase, DB2 9.7
Operating System	Windows NT/XP, Window 2000/2003/2008 Server, AIX and Unix, Linux .
Web Server Applications	IBM WebSphere 6.0, 7.0, 8.0 and 8.5 , Apache Tomcat
Other Tools	Xterm, Putty, SSH Tectia, Citrix, Quality Center, RDS, Perforce, Jira, GSD, Lotus Notes, SQL Advantage and DBArtisan, SQL Developer, Clarity, Source Force, MKS, Captiva InputAccel 5.3/6.0. TOAD client, Control-M, JS Console, AutoSys, Remedy, FileNet dashboard, Service Now, eclipse, NetBeans, SoapUI

CERTIFICATIONS:

- ✓ **AWS Certified Cloud Practitioner** - 2021
- ✓ **IBM Certified Application Developer - Watson V3** in 2019
- ✓ **IBM Certified Application developer cloud platform V2** in 2017
- ✓ IBM Cloud (Bluemix) Application Developer Certification in 2017
- ✓ Oracle Certification, Java SE 6 Programmer in 2012 (SCJP certified)
- ✓ FileNet 4.5 Administrator Certification in 2011
- ✓ FileNet Certification Program (FCP) certification in 2010
- ✓ FileNet 4.5 Installation Certification in 2010
- ✓ Oracle Certification Program (OCP) certification in 2009

PROJECT DETAILS

1. Implementation of DevOps in Migrating web application (CITIBANK) **Sep 2020** to till date
O/s: **UNIX (AIX), Windows, UNIX, FileNet P8, ICN, ICM, MySQL, WebSphere, Git, Jenkins, AWS**

This project is dealing with the migration of web application which is running on-premises. And company wants to use that workflow system as to be accessed by end user with in a private network service (VPC) and integration of development work using Jenkins to deploy changes during the run time without downtime. There has been code changes and continuous integration, testing happens through different CI/CD phases. This is having a document repository of FileNet needed to migration to S3 location and integrate the application configuration to process the request.

It is a Business process framework application that is designed with a functionality of FileNet Template maintenance service where business will create template and it prorogate to process with either approve/reject trigger.

Role & Responsibilities:

- Creating the **automated build and deployment process** for application, re-engineering setup for better user experience, and leading up to building a continuous integration system for all our products.
- Implemented rapid-provisioning and life-cycle management for Ubuntu Linux using **Amazon EC2, Ansible**, and custom **Shell** scripts
- Implemented **AWS** solutions using **EC2, S3, EBS, Elastic Load Balancer**, Auto scaling groups, Optimized volumes and EC2 instances and Centera to S3 Migration of document

- Application packaging through Jenkins and deploying the web application (.ear file) on WebSphere AppServers.
- Configured Jenkins for doing the build in all the non-production and production environments. Worked extensively on GIT
- Creating branches in SVN based on the Development team requirement
- Working in DevOps, CI/CD, Monitoring, Build, SCM & Release Engineering Processes.
- Preparing Docker Containerization, developing Dockerfile, Docker Images, and Container management.
- Experience in writing docker-compose files, deploying Docker applications in **Docker swarm** cluster
- writing Ansible scripts and Shell script, YAML, and JSON scripting
- Established coding standards and enforced them through automated tools (**SonarQube**).
- Responsible for assigning tasks to team members and tracking the progress of the project activities.
- Involved in troubleshooting of the issues faced by team members.

2. **Workflow CS & DMS** (T-Mobile, Poland)

April 2019 to Aug 2020

O/s: **UNIX (AIX)**, Windows, UNIX, FileNet IS and P8, ICN, IBM Capture Professional, .Net, SAP, SAF & Oracle 11g, WebSphere, Git, GitHub, Jenkins, Java, Java script and DOJO.

This project is dealing with the customer email/fax to store in SAD, SAP and CRM database. This uses capture professional application to scan and index documents from Archive fodder before sending to repositories to store for future retrieval. This has automated system to send invoice or letter response to customer based on the multiple billing cycle. There is having the workflow to process client application and approval for any new request or amendment.

DMS TM application mainly supports document imaging with ability to support mass scanning. It consists of highly efficient interface for archiving invoices. DMSTM supports standard document managements like retrieval, addition, deletion, updating etc.

Role & Responsibilities:

- Application packaging through Jenkins and deploying the web application (.ear file) on WebSphere AppServers.
- Creating branches in SVN based on the Development team requirement
- Developing new ICN plugin for customized application as per business need like order limit, approval...etc.
- Working on different production issues on L2/L3 support and analyzing the Logs to fix issue.
- Monitoring the application dashboard and multiple server processing status.
- Co-ordinate with multiple teams on deploying the build changes.
- Responsible for assigning tasks to team members and tracking the progress of the project activities.
- Involved in troubleshooting of the issues faced by team members.
- Attend project status meetings to review the project progress with customer's project manager.

3. **Virtual MI and HBOS Archival Disclosure setup** (LBG, UK)

Mar 2017 to Mar 2019

O/s: **UNIX (AIX)**, Windows, UNIX, FileNet P8 5.2.1, **ICN, ICC** and ICC4SAP, **eDM, CSS**, WebSphere 8.5, Oracle 11g and DB2

Visual MI is a Digital project tasked with implementing a session capture system for websites in order to protect LBG from compliance/conduct/legal risks. The project will be using IBM Tealeaf to capture user sessions and then store them for 10 years for long term archiving in FileNet. it's integrated with IBM content Navigator application. Also we added the tealeaf plugin in ICN for PDF document viewer.

HBOS Archival eDisclosure is a new infrastructure using FileNet Content platform Engine for the storing the emails ingesting via ICC and that is being viewed/searched by business user using the eDiscovery manager application. Under this project, business needs to ingestion one billion emails storing in Centera storage. An IT solution is needed to increase the speed of data search, identification and extraction of the HBOS email archive data. This HBOS Archival eDisclosure environment then used to migrate the Email Journaling System and configured with new storage device as ECS (Electronic cloud storage) due to expiring the Centera storage device.

Role & Responsibilities:

- Installation and configuration of FileNet 5.2.1 **CPE, ICC, CSS, ICN** and **eDM** application on Virtual MI and HBOS archival eDisclosure projects in HA clusters with WAS8.5.
- Providing environment support for different applications in 8 separate infrastructures.
- Leading the team members work and getting RFQ for new assignment work
- Presenting weekly and monthly status to management on all team highlights.
- Configuration of ECS within FileNet and working on Migration of data from Centera to ECS.
- Developed different scripting for data migration approach.
- Working on different production issues raising PMR with IBM L2/L3 support.

4. **IBM eDM upgrade with WAS migration** (Lloyds banking group, UK) June 2015 to Feb 2017

O/s: **UNIX (AIX)**, Windows, UNIX, **FileNet P8 5.1, ICC, eDM**, WebSphere 7.1/8.5, Oracle 10g/11g

EMJ is an environment where billions of Business emails ingest to system every day and get archived in storage for future reference in legal dispute investigation. This IBM eDM application associated in this environment and integrated to FileNet to view/search the cases.

Role & Responsibilities

- Installation and configuration of FileNet 5.1 **CE, ICC, CSS** and **eDM** application on EMJ environment in HA clusters with WAS 8.5.
- Installing latest eDM versions throughout RTL and working on issues with IBM support by creating PMR.
- FileNet system upgrade by installing latest fix packs for all the FileNet components.
- Disaster and recovery activity of Oracle Server and connectivity with FileNet apps.
- Creation of DB Data sources for different object store and creation, then configure with eDM application on reaching the data size threshold respective cetera storage.

5. **FNR & WAR FileNet 5.1** (Westpac (Australia)

May2013 to May 2015

O/s: **UNIX (AIX)**, **Windows**, UNIX, FileNet P8 5.1, FSM, Case Analyzer, WebSphere 8.5

Westpac currently has 3 separate Business Process Management (BPM) and Content Management (CM) solutions using the IBM / FileNet vendor workflow software. They are hosted in 3 different data centers and service multiple business units and are on different vendor software versions:

- BT Platform** – the main workflow platform, servicing TULO (Transaction & Unsecured L ending Operations), IO (International Operations), and ULO (Unsecured Lending Operations). It is hosted in the BT Data Centre at 275 Kent Street.
- UMI Platform** – servicing CLO (Consumer Loans Originations) and MLR (Master Letter Repository). It is hosted in the Westpac Data Centre at Ryde, with fallback to East Chatswood.
- St George Platform** – hosted at the St George data center. While this platform is likely to be included in rationalization activities in the future, it is not in scope for the current project.

This was completely a migration project from FileNet 3.5 to newly build FileNet environment 5.1. There is different Westpac business running with specific applications. Now all applications are brought into single platform with high availability expectation from business operation point of view.

Westpac have now two datacenter as WSDC and RCC. WSDC is considered as DR site. After migration of the TULO/IO application which was hosted on BT platform now runs at default sites as WSDC. Whereas other business application like CLO, MLR and Oregon UML is running at default site as RCC.

Role & Responsibilities:

- Installation and Configuration of **IBM FileNet P8 5.1** system for various environments (DEV, SIT, UAT, PSP, SVP and PROD).
- Configuration of TULO/IO, CLO and Oregon applications on **IBM FileNet P8 5.1** system for various environments (DEV, SIT, UAT, PSP, SVP and PROD).
- FileNet P8 environment setup with different platform configurations. (Active Directory, Tivoli Directory, WebSphere 8.1, DB2, Windows (2008), AIX 7.1 and UNIX).
- FileNet system upgrade by installing latest fix packs for all the FileNet components.

- Installation and configuration of IBM ECM SM tools and Case Analyzer on different environments.
- High availability environment setup for Content Engine, Process Engine, Application Engine.
- Setup and Configure WebSphere ND, S/W and H/W load balancers for FileNet services and Applications.
- Configure P8 Content Engine, Process Engine by creating object store, document classes, property templates, choice lists, subscriptions, Region Ids, Connection Points/Routers, queues, rosters and configuring component integrators.
- Create environment for content-based retrieval by configures full-text indexes using the FileNet Enterprise engine.
- Development of automated scripts and creating jobs in Control-M/EM for daily FileNet GPFS and DB2 backup.
- Troubleshooting of different FileNet P8 issue while on boarding the application on each environments setup
- Investigation the performance report issues in SVP and identify the required Indexes to create on DB2 database
- Development of automated scripts and creating jobs in Control-M/EM for different requirements during project implementation.

6. OH Trade - (ICC) with VI client migration to FileNet P8 (HSBC) Jan 2011 to Mar 2013

O/s: **UNIX (AIX)**, Windows, sun Solaris S, **FileNet IS and P8, ICC**, Captiva 5.0/6.0, **Java/J2EE**.

ITS document imaging project will offer the document image retrieval capacity for import/export ITS bills for customers via **HSBCnet** channel. Import/export ITS bills will be captured by the system via the existing incoming channels of WDM. All scanning procedure will follow the existing target business model. Documents are scanned per transaction level instead of document type level. Documents will be stored in **WDM FileNet**, and will be indexed by the indexing staff. ITS online export functionality (OEF) file attachment project will offer the feature for customers to upload supporting documents via HSBCnet channel. Uploaded documents will be stored into **WDM FileNet** with the transaction indexing information as provided by HSBCnet. Staff will be notified of the supporting document reference number in transaction record. Staff can retrieve the documents through FileNet workplace interface by providing the supporting document reference number.

As per the one HSBC trade project, we were doing the **installation** of CE, PE and integrating all connection points. We had to design the workflow using the ICC, which is meant to commit any kind of document types into the content engine repository. Using the FEM, We had created the object store, connection point and isolation points.

We have created a **Java** application to read the idx file and image that is being exported from fax and scan module using captiva. This application creates a csv file having all index information that is going to write in index database.

Role & Responsibilities:

- **Installation and Configuration** of IBM **FileNet P8 4.5** system for **WDM FileNet**.
- Installation of **CE, PE, AE, ICC** and Oracle 10g. And configuration of each components
- Creation of Domain, Object store and configuration with other components.
- Installation of IBM Content Collector (ICC), Design and update of ICC task route setup.
- Creation of Event action and their subscriptions, property templates and class hierarchy, stored search & search template. Configuration CE cabinet and workplace, WorkplaceXT.
- Developing java program using CE & PE APIs for document creation and deletion.
- Solving the tickets which are open through GSD application for any application issue.
- Creating property templates and class hierarchy, stored search & search template.
- Requesting to submit GSR and REM form for security group creation in active directory.

7. FSM and Panagon web to P8 WorkplaceXT migration (HSBC) Feb 2010 to Feb 2011

O/s: **UNIX**, sun Solaris S/w: UNIX, **Shell Scripting**, SQL, PL/SQL, **FileNet IS and P8**, Captiva 5.0/6.0, and Java.

This project deals with creation of new search templates as a part of the migration activity. There was some store/search template that interacts with IS system in order to find the document and retrieve on the user given input field. Since the FileNet IS is being migrated to P8 platform, so those search templates are being transferred to WorkplaceXT. This does the searching at IS only but have the template at P8 platform and that interacts with IS using the CFS. This builds the bridge between the IS and P8 area.

In this project we have installed the client version WSE 3.0 msi, P8CE401WIN. As the part of the project using FEM (FileNet Enterprise Manager Administration Tool) needs to add and update the document class property fields.

The FSM project is for automatic configuration of FSM tool for different FileNet IS manual administration activities that is performed by System admin team. FSM provides an interface where the status of each server and events can be displayed. The status is dependent on the output of different administration component that is configured for that server. This project helps in different area as any manual error and missing monitoring activity, automatic mail notification for any support, ability to raise GSD ticket much easily.

Role & Responsibilities:-

- **Installing WSE and FEM** software in the client machine.
- Creating different Stored & property, each template using the **setup of CFS-IS**.
- Collecting image service information which needs to map with FileNet P8
- Configuring manual administration activities in **FSM tool**.
- Responsible for interacting with the client and Follow SCDL process for all kinds of documentation.
- Leading the HSBC account BCP activity with non-compliance security policy at the project level.

8. BIE (Bulk Image Extract for OnDemand) and Aspen (HSBC) June 2009 to Apr 2010

O/s: **UNIX**, sun Solaris S/w: UNIX, **Shell Scripting**, SQL, PL/SQL, **FileNet IS**, and Captive.

This is one kind of image extraction project where we were asked to send all documents stored in FileNet IS. End user expected all actual statements stored in IS domain for document type under the document class Auto Finance. We were packaging those extracted tiff/txt format images into a group and transfer to user through SFTP.

There was an application name "Xenos" which is developed in Java. This is being used to convert the downloaded statements from FileNet archive location into tiffs/PDF. As well as we used this application for converting multiple page tiff images into single images for those not being readable at user end. In this project also we had used the NDM application that process to transfer the prepared package having all extracted images from UNIX system to Mainframe.

Role & Responsibilities:

- Responsible for creating scripts and performing testing, fixing issues and sharing results to client.
- Responsible to **create shell scripting** using some **image service** calling command to extract documents from repository.
- Follow process mentioned in company policy to do all kinds of SCDL phase's documentation.

9. Segregation of duties (SOD) (Morgan Stanley)

Feb 2009 to May 2009

O/s: **UNIX**, sun Solaris S/w: UNIX, **Shell Scripting** and **Perl Scripting**, Sybase.

This project basically deals with all Morgan Stanley application entitlement violation, revocation and exception report. I was involved to develop perl script which send the pending review report and generate different reports for the admin support team of those applications. This report will mail to monitor who is reviewing the application entitlement once report has been generated.

Role & Responsibilities:

- Creation of **PERL and shell Scripting**
- One points contact for the application to develop and fix any issues.

10. Morgan Stanley Global Reconciliation & Job Migrations (Morgan Stanley) Aug 2007 to Dec 2009
O/s: **UNIX, sun Solaris S/w: UNIX, Shell** Scripting and **Perl** Scripting, Sybase.

This is the project that gives reconciliation-trading data of capital market to the respective client of fund services and prime brokerage on the business circle period. This is happening for daily and monthly set up recon type clients. When the reconciliation data is available at the Montana system then this can be reviewed by the end user (business unit). Then they keep on asking to us to fix any issue found by them. Most of Custodian sends trading data with arrange of their client portfolio information collected by them through comet job and MS extracts business data for all clients trading information from clearing desk.

Some pdf jobs, which are not compatible to run in Solaris, box for that we had to move to linux machine as migration process activity. However it is genuine process to monitor the jobs and fix the issue if jobs get fail due to some processing issue.

Role & Responsibilities:

- Supporting the Montana application and Working on the JIRA tickets for any L2 or L3 level support.
- Creation of **PERL and shell Scripting**.
- Responsible to achieve the best results, discussing and tracking issues, having an individual interaction with the other team members for clarification.
- Contributed to Performance improvements by automating scripts on daily and frequently used activities.

PERSONAL DETAILS:

Father's Name	Narayan Swain
Date of Birth	28 th May 1983
Marital Status	Married
Nationality	Indian
Language Known	English, Hindi, Odia

I solemnly declare that above information is correct to the best of my knowledge.

Pramod Swain