**Jeswant Satya Vasa**

**Sr. Scrum Master**

Experienced Scrum Master and Agile professional having 7 years of multi-dimensional experience spanned across government and private sectors with concentrations in Agile project management, software development and IT integration projects. Excellent interpersonal and organizational skills leading cross-functional teams in development and delivery of cost-effective, high performance technology solutions to maximize the ROI of business efforts.

**SUMMARY OF SKILLS:**

* Extensive experience working in end-to-end Systems Development Life Cycle (SDLC) governance & collaboration including analysis and review of business requirement specification, design, development and testing techniques in SAFe, Agile – Scrum, Kanban, Scrum-Waterfall hybrid and Waterfall methodologies.
* Facilitated and conducted ceremonies of Agile Scrum framework like Sprint Planning, Sprint Execution and Daily Stand up Meetings, Sprint Review and the Sprint Retrospective with Product Owner and the team.
* Skilled in execution of Prioritizing Techniques such as Moscow, Kano, Business Value, and Technology Risk; Estimation Techniques such as Planning Poker, T-shirt Sizing and Relative Mass valuation; and Retrospective Techniques such as Happiness Histogram, Silent Writing and Star Fish.
* Collaborated with Product Owners, Product Managers and Solution Managers to synchronize sprint goals, transformed Functional requirements to User Stories to meet INVEST criteria and aided Product Owner in creating Acceptance Criteria, Definition of Done and Definition of Ready for PBIs.
* Facilitated team’s progress towards sprint goal helping team achieve in areas including quality, predictability, flow and velocity. Supported the Product Owner in his efforts and facilitated healthy intra-team dynamic with respect to conducive and collaborative environment along with priorities and scope.
* Adept at addressing and eliminating impediments that are beyond team’s authority so that team can remain focused on achieving the objectives of the iteration.
* Coordinated with other teams in Scrum of Scrums and assisted the team in preparation of ART activities such as PI Planning, System Demos and Inspect and Adapt workshops.
* Managed Change Management in Agile environment, evaluated Triple Constraints to accommodate change and addressed Team Impediments, Organizational Impediments and blockers.
* Maintained Scrum Artifacts like Sprint Burndown, Product Burndown charts, Product and Sprint Backlog in tools like JIRA and HP Application Lifecycle Management (HP ALM).
* Created various widgets in the dashboard of JIRA to help team members view the progress and generate reports to discuss in the daily scrum meetings and take necessary action steps and meet sprint goal.
* Proficient in conducting elicitation techniques such as Document Analysis, Focus Groups, Prototyping and Joint Application Development sessions to analyze the business needs and coverage early towards the design which is acceptable to the customers and feasible for the developers to implement and execute.
* Experience working with diverse and non-collocated end users, technical as well as functional teams to bridge communication gaps and co-ordinate the smooth processing of day-to-day tasks.
* Collaborated with Project Manager on creating Work Breakdown Structure (WBS) to define and group project’s discrete work elements using MS project and achieving the milestones by tracking change impacts & schedules.
* Excellent working knowledge of RDBMS such as Oracle, MS SQL Server, MS Access and skilled at writing SQL DDL and DML queries to create Tables, Views, Stored Procedures, Functions, Triggers etc. to retrieve reports.
* Strong Knowledge of Data Modeling (Conceptual, Logical and Physical Design) and Dimensional Data Modeling in designing Database Schemas, Data Marts and Data Warehouse Schema Design.
* Hands-on experience in Data Analysis, Data Mining, Statistical Data Mining, Extract/Transform/Load (ETL), Business Intelligence, Data Visualization and Master Data Management through technologies such as Informatica PowerCenter, Informatica MDM, Tableau and QlikView.
* Interacted with the Architects, Developers to ensure functional implementation of business requirements and the QA Team in executing Test Plans & Test Case scenarios, Test Logs, Test Objectives.
* Experienced in preparing and executing system test plans and UAT test plans, test status reports, requirement traceability matrices (RTM), functional traceability matrices and defect matrices.

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| **SDLC Methodologies** | Waterfall, Agile-Scrum, Kanban, Waterfall-Scrum Hybrid, XP, ASAP, RUP |
| **Requirement Management** | Rally, Confluence, Atlassian-JIRA, CA Agile, HP-ALM, iRise and VersionOne |
| **Project Management Tools** | Microsoft Office: Excel, Word, Lotus, VISIO, MS Project, PowerPoint, Web conferencing. |
| **SAP Modules** | SAP ERP, SAP ECC 6.0, MM, PP, ME, WM, FICO, MRP, SD, SAP Business Objects, SAP NetWeaver BW, SAP S/4 HANA, SAP Fiori 2.0 |
| **Business Modeling tools** | Oracle Enterprise Report Builder, Crystal Reports, SAP BI Solutions, COGNOS BI, Informatica Power Center 8.x/9.x, SSIS, SAS |
| **Modeling Tools** | MS Visio, Draw.io, Google Drawings, iRise, Solman |
| **Testing Tools** | HP Quality center, Selenium, Load Runner, Cucumber, Swagger, SoapUI |
| **Web Service** | SOAP, REST, AJAX, XML, JSON, WSDL, WADL, XSD, DOM |
| **Reporting Tools** | Tableau, MicroStrategy, MS office suite, Google Analytics, SAP Lumira, BEx Analyzer,Web Intelligence, Crystal Reports, Sap Dashboards - Xcelsius |
| **Languages** | COBOL, JCL, REXX, PL1, VSAM, CICS, SQL, CSS,XML,HTML5, SQL, .NET, ABAP |
| **Databases** | MySQL Server, DB2, Oracle Developer, PL/SQL, SAP HANA DB, Oracle 11i, SQL Server 2000, dbuniserv, QMF,SQuirreL |
| **Business Skills** | Conflict Management, Project Planning, Impact Analysis, Route Cause Analysis, Gap Analysis, SWOT Analysis, Fit/Gap Analysis, Delta Design Workshops |
| **Other** | FTP, SFTP, Accounts Payable, Accounts Receivable, Procurement, Vendor Management, Use Case Diagrams, Sequence Diagram, UML, Scrum, Agile Methodologies, MDM |

**PROFESSIONAL EXPERIENCE:**

**Sr. Scrum Master/ Sr. Business System Analyst**

**Amway, Ada, MI May 2017 - Present**

The project involved creation of complex event processing with in-memory technology which enables to conquer the challenges from individual SAP Business Silos. It also involved designing and development of an enterprise reporting system to support real time performance analysis based on data from different vendors and suppliers.

**Responsibility:**

* Actively participated in all the events under IP sprint such as Pre-PI planning, PI planning and Post-PI planning and facilitated my team with required resources for integration and product increments.
* Assisted the Release Train Engineer (RTE) to facilitate ceremonies at program level and facilitated teams to estimate larger features and capabilities.
* Supported the Product Owner (PO) in prioritizing and estimating Product Backlog Items (PBIs) as User Stories by addressing INVEST Criteria and gathering feedback from cross-functional IT team.
* Facilitated Time-boxed Scrum Ceremonies, tracked team’s performance by maintaining sprint burn-up/burn-down charts, created internal reports to track team progress for individual sprints.
* Aided Product Owner in creating Acceptance Criteria, Definition of Done and Definition of Ready for PBIs.
* Created Kanban board for the team on JIRA. Ensured that the team had enough tasks in WIP (Work in Progress) stage and further work was taken up only after completion of work currently in progress.
* Coordinated with scrum teams at program level for a successful System Demo of Program Increment.
* Trained development team to estimate the size of user stories in story points using techniques like Planning Poker, T-Shirt Sizing, Relative Mass valuation to follow relative estimation practice.
* Facilitated Sprint Review Meetings and invited stakeholders and business sponsors to review potential shippable product increment (PSPI) after each sprint.
* Resolved Impediments within the development team, identified and resolved external impediments by communicating with member of external teams to achieve sprint goal and ensure scrum process is followed.
* Collaborated with PO to prioritize User Stories based on Business Value using Moscow and Kano model.
* Tracked bugs and defects using JIRA in synchronization with HP ALM using OpsHub IM.
* Coached team on best practices such as Continuous Integration and ATDD.
* Contributed with Quality Analysts and testers in Integration testing and Systems testing.
* Trained the cross-functional team to use JIRA for conducting sprints and keeping track of the tasks.
* Identified impediments during the Daily Scrum meetings and resolved them as soon as possible.
* Converted requirements into user story format and wrote readily consumable user stories using INVEST Criteria.
* Employed various retrospective techniques during Sprint retrospective meetings such as Silent Writing, Happiness Histogram, Sail Boat and Dot Voting to identify the development team’s issues and resolve them.
* Effectively handled challenges pertaining to the cross functional self-organizing team and helped the team to maintain optimal velocity and facilitated completion of story points in each sprint consistently.
* Allocated task and tracked issues using JIRA. Also, managed user stories and the RTM during project duration.
* Facilitated ‘Inspect & Adapt’ workshop and conducted Agile Coaching and continuous education sessions within IP sprint.

**Environment**: SAFe, SAP S/4 HANA 1610, SAP Fiori 2.0, Crystal reports, BEx analyzer, SAP Lumira, Xcelsius, SAP S/4 HANA Migration Cockpit (MC), ASAP 8 Methodology, Kanban, JIRA, XSJS, XSOData, OData, SAP ECC 6.0, JCo, JavaScript, HTML5, XSJS, iRise, SolMan, Xcelcius, SAP UI5.

**Sr. Scrum Master/ Sr. Business System Analyst**

**Staples, Framingham, MA Apr 2016 – May 2017**

The project involved building a robust Order Management System (OMS) to seamlessly integrate order and delivery channels to move towards client’s goal and provide an omni-channel experience to customers. This OMS tracks the order from the point of order to the final delivery to customers, hence increasing the visibility across the enterprise. It also involved online store redesigning for adding more features and improve the aesthetic.

**Responsibility:**

* Lead the definition and documentation of business and functional requirements.
* Conducted user/stakeholder interviews to execute the successful planning sessions.
* Provided best practice recommendations in the areas of Order Management System and CRM.
* Created Activity Diagrams & Sequence Diagrams using UML methodologies for easy understanding.
* Worked in conjunction with the team in assigning tasks with understanding of complexity & priority of the task.
* Assisted the Product Owner in converting requirements from BRD into User Stories by conducting User Story sessions and prioritizing Product Backlog Items (PBI) using various techniques.
* Implemented and supported Order Management System by defining and validating requirements relating to OMS and developing process flows to define functionality across the systems for proper EBPP implementation.
* As a Scrum Master, implemented Scrum Practices while handling team and facilitated Scrum Ceremonies like Daily Scrum, Sprint Planning Meeting, Sprint Review Meeting and Sprint Retrospective meeting.
* Tracked team’s velocity and progress during a Sprint using Sprint burn down & Release burn down chart.
* Helped the team in estimating the complexity of the user stories facilitating Planning Poker and Triangulation techniques and guided the team on adhering to the best practices of estimation.
* Used HP ALM to track issues and defects, user story management, Task allocations and generating team reports and to formulate Test Strategy and high-level Test plan.
* Prepared Requirement Traceability Matrix (RTM) report to foresee the requirements associated with each use case within test plan ensure that every Business requirement is adhered to achieve the expected performance.
* Involved with the Software Quality Assurance (SQA) Team to develop Test plans, execution of Test Cases and logged the defects for failed test cases using HP Quality Center.
* Assisted in deletion of defects and bugs, to meet requirements and deadlines for successful execution of project
* Played a key role in the planning and performing User Accepted Testing (UAT) along with business users
* Worked with the Product Owner during the Sprint Review Meeting for the Potential Shippable Product Increment (PSPI) and help decide which feature are DONE and satisfied using the acceptance criteria.
* Undertook organization change across agile team to support agile engineering practices for development. Promoted cross functionality to ensure task completion and communicated status, risks, to relevant stakeholders and organizational leadership.
* Maintained consistent Sprint velocity during Sprint utilizing metrics related to optimal velocity, average velocity, team velocity and focus factor.
* Participated in Scrum of Scrum to ensure cross-team collaboration, coordination of release plans, report overall project status, and upcoming risks/dependencies.
* Utilized various retrospective techniques during Sprint retrospective meetings like Silent Writing, Happiness Histogram, Sail Boat and Dot Voting to monitor and resolve the development team’s impediments.

**Environment:**Water Scrum Fall, Mock-Up Screens, GAP analysis, UML, UAT Testing, MS Office [Visio, PowerPoint, Word, Excel, Project]SAP systems, SD, MM, PP, ME, FICO, components and tools: SAP ERP R/3, ERP2005 / ECC6.0, SAP Solution Manager, HP Quality Centre, Quick Test Pro, IBM Rational Functional Tester, Load Runner, Jira, Database SQL testing

**Scrum Master/ Sr. Business System Analyst  
Office Depot, Boca Raton, FL May 2015 – Mar 2016**

Implemented Oracle EBS Supply Chain Management Procure to Pay P2P cycle including Requisition, Request for Quote, Quotation, Quote Analysis, Purchase Order, Receipt, Invoice, Payments and General Ledger and Order to Cash O2C cycle including Ordering, Scheduling, Shipping, Invoicing, Receipts and Collections, Cash Management and Transfer to General Ledger.

**Responsibility:**

* Lead the definition and documentation of business and functional requirements.
* Conducted user/stakeholder interviews to execute the successful planning sessions.
* Provided best practice recommendations in the areas of Order Management System and CRM.
* Created Activity Diagrams & Sequence Diagrams using UML methodologies for easy understanding.
* Worked in conjunction with the team in assigning tasks with understanding of complexity & priority of the task.
* Assisted the Product Owner in converting requirements from BRD into User Stories by conducting User Story sessions and prioritizing Product Backlog Items (PBI) using various techniques.
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* Utilized various retrospective techniques during Sprint retrospective meetings like Silent Writing, Happiness Histogram, Sail Boat and Dot Voting to monitor and resolve the development team’s impediments.

**Environment:** Scrum, Oracle 11g, SQL Server 2008, Star/Snow Flake dimensional designing, Rally, UML, MS Visio, MS Project, Data Migration, MS SQL database, PowerPoint and Excel

**Scrum Master/ Sr. Business System Analyst  
Bank of America, Pennington, NJ Jan 2014 – April 2015**

This is an American multinational financial services company with a retail banking footprint. It is ranked 2nd on the list of largest banks in the United States by assets. The scope of the project was the implementation of SAP Fioriand integrate into SAP ERP, a SaaS solution as per the business rules and controls of the organization.

**Responsibility:**

* Facilitated various Scrum ceremonies like Sprint Planning Meeting, Daily Stand-up Meeting, Sprint Review Meeting, Sprint Retrospective Meeting, Backlog Grooming and assisted product owner in prioritizing product backlog based on Business Value and worked on grooming User Stories in planning activities using INVEST criteria.
* Actively participated in Pre-PI planning, PI planning, Post-PI planning, Release Management, Co-ordination & Collaboration meetings within the Program Increment (PI).
* Co-ordinated with other teams in Scrum of Scrums and provided input to the development team.
* Organized Scrum Workshops to educate the team about Scrum concepts and Scrum as a management framework. Also, conducted User Story Writing Workshops for the stakeholders to train them in story writing.
* Served as a proponent of Scrum framework, explaining, coaching and encouraging teams to follow best practices and mediated between team member and resolved conflict within team and within organization.
* Tracked and reported progress to Product Owner using Jira, used JIRA Query Language to view status at sprint level, team level and team member level and created widgets on dashboard to help scrum team view progress.
* Provided support for economic decision making by enabling initiative/feature estimations by team and roll up to program/release level visibility including Capacity planning.
* Maintained artifacts like release planning, dashboards, status reports, product initiatives and features and risk logs to support the project execution.
* Calculated and achieved consistent Sprint velocity during Sprint planning meeting using metrics such as optimal velocity, average velocity, team velocity and focus factor.
* Assisted PO in segregating user stories into data disclosure stories, data presentation stories, data augmentation stories, data validation stories and data configuration stories to help team identify specific requirements.
* Created and routinely updated Sprint Burn-down Chart, Sprint Burn-up Chart, Task Board to track team’s progress.
* Organized Sprint Retrospective meetings at the end of sprint employing techniques such as ORID, Sailboat, Mad, Sad, Glad for team members to openly express their opinions and suggest improvement measures.
* Helped in ascertaining which features met the Definition of Done (DoD) using the acceptance criteria.
* Co-ordinated meetings with the Business Owners, Director - IT, Project Manager, Tech lead and Risk Analysts, as a prerequisite, to perform and document high-level project analysis.
* Facilitated and assisted system team to integrate team’s PSPI and present ‘Integrated Demo’ to Product Manager.

**Environment:**Scrum-Hybrid, SAP FICO, SAP, SAP PI, Web Services, SOA, API, REST, EDI, JSON, HTML, Swagger, XML, SQL, JavaScript, Jenkins,MS Visio, Tableau, Postman, LoadRunner.

**Business System Analyst/ Mainframe & ETL Engineer  
Accenture, Hyderabad, India May 2012 – Nov 2013**

The project aims at planning and preparing necessary files in Monolithic system as needed for Business Analytics.Extraction, Transformation and Loading of data from existing operational system to Data Warehouse and then to Data Mart to build the reports on the top of it using Informatica Power center and business objects.

**Responsibility:**

* Conducted JAD sessions to review the business document with a team of business end users, application developers, technical analysts and SME’s for Eliciting information.
* Created detailed technical design specification document for enhancing the batch programs, care was taken to re-use most of the existing components/modules.
* Ensure that the project documentation is maintained as per the Project Life Cycle and all documents are version controlled and maintained.
* Evaluated existing systems, business processes and user requirements to analyze, design, recommend and implement system changes.
* Participated in Business Analysis, Data Analysis and Modeling, Data Migration, Data Cleansing, Developed functional business requirements into technical requirements.
* Participated in consulting, software installations and configuration, new functionality and reports testing, users training and clients support.
* Performed Source and Target Definitions in Informatica Power Center 8.6.1 Designer.Designed and developed Informatica Mappings for data load and data cleansing.
* Analyzed data contained by the databases using Structured Query Language (SQL and PL/SQL) and Tableau to confirm data accuracy and integrity of various reports
* Using Informatica Power Exchange to extract mainframe files, performed row test and sending to node, checking data map in mainframe to make sure the data map match.
* Created Data Mapping (Source to Target Mappings) documents for Informatica 8.6.
* Extracted transformed data from various sources such as Flat files, MS SQL Server and transferred data to the target data warehouse Oracle 10g Database and Flat files.
* Worked on validating the conversion of outbound batch process for a customer application from Mainframe to ETL.Validated the output files created by mainframe batch and ETL process are same and there is no deviation.
* Managed the testing process of the application with the client and vendor resources. This included documenting positive and negative test scripts/cases, tracking and managing resolutions of issues, executing test scripts and documenting results.
* Validated the job flow and intermediate output files are same for ETL process and Mainframe batch.
* Defect Creation, Management and Tracking Defects to closure using Defect Tracking Tools- HP ALM
* Conducted training sessions for the end users to help them transition to the new system.

Environment: Extreme Programming (XP), Informatica Power Center, Repository Manager, Designer, Workflow Manager, Workflow Monitor, Clear Quest Test Manager, WinSQL, HP ALM Tableau, PL/SQL, Data Migration, MS Project

**Jr. Business System Analyst/ Mainframe Engineer  
Accenture, Hyderabad, India Jan 2011 – May 2012**

The Mainframe based systems like Inventory, Accounts Payable, General Ledger, Sales order and Purchase Order are enhanced from Mainframe to SAP and Java platform. So new interfaces need to be developed for other Legacy Systems to be able to communicate to SAP for Inventory related information and Java Front end for other operations.

**Responsibility:**

* Converted business requirements to system requirements and generating UML diagrams. Created VISIO diagrams and generating logic for Data driven application programming.
* Extracting and documenting Business Rules embedded in COBOL (CICS and Batch) programs, third party utilities, and other data manipulation products. This includes both business and functional aspects of the business rules.
* Worked closely with business teams to gather requirements and come up with an optimized solution to enable smooth transition from Mainframe to SAP
* Worked closely with the WEB team for developing new XML tags as needed by Web from mainframe for the reports to be displayed in the front end.
* Involved in development/enhancement of applications using JCL, VSAM, COBOL, DB2, CICS. Follow coding standards while development of the programs and jobs.
* Established an interface between IBM Mainframe and SAP ERP system using Connect Direct (C:D) and RFC (Remote Function Calls).
* Developed programs which deal with MQ’s. Experience working on developing DB2 Stored Procedures, online CICS tools, SOLA (Service Oriented Legacy Architecture) templates.
* Written programs written in COBOL for DB2 access to process data send from JAVA applications. Writing JCL and modifying JOB schedulers to accommodate new jobs.
* Write new CICS programs to exchange information between Mainframe and SAP systems through MQ. Co-ordinate with SAP team to prepare test plans.
* Schedule Monthly cycles for customer change of Address received from Trillium.
* Unit testing, system testing and debugging of the programs. System testing using CICS screens, UAT support
* Carried out the Change Release (Regression Testing) test schedule where planned changes going to production were routed.
* Involved in preparing test plans for Independent Unit testing and Work package testing. Testing the Applications for the business requirement and responsible for delivery from offshore.
* Identified bottle necks in the system and proposed enhancement to improve performance. Development of Tools to avoid Production Issues and for Performance Improvements
* Conducted training sessions and created Knowledge Management documents for the end users to help them transition to the new system.
* Involved in production support activities. Ensured the batch cycle gets completed in time. Also, fixed the issues within the time mentioned in Service Level Agreements (SLA).

Environment:Waterfall, UML,Rational Requisite Pro,Mainframe OS/390, IMS, FILEAID, DB2, Stored Procedures, SQL, JCL, VSAM, REXX, COBOL, IBM utilities, MQ series, Connect Direct, RFC, TSO/ISPF,SAP ERP, SD, FICO, MM.

**System Analyst/Mainframe Engineer  
Future Group, India Oct 2009 – Dec 2010**

**Responsibility:**

* Good experience on Mainframes (DB2), Oracle, SQL and Microsoft Tools (Word, Excel,Access, PowerPoint and MS Project)
* Understand and Support Online and Batch Systems such as: CICS, DB2, MQ, and IMS.
* Fix Abended Jobs - Investigate jobs that went down, calling when not able to fix. High for critical jobs, Low for non-critical jobs
* Coded COBOL, CLIST and REXX programs to create customized reports from the VSAM master files and to perform utility functions in the package installation process.
* Work involves fixing abends such as Space abends, File contention errors, VSAM space abends and DB2 abends. Also involved in monitoring the Batch Cycles.
* Used IDCAMS utility to create /copy VSAM Files from production
* Assist programming community with compile, link, JCL, REMEDY & TIVOLI issues
* Automated tool development to delete GDG versions exceeding three for a Dataset. This also involves altering existing GDGs. The tool is developed as part of Infrastructure optimization
* Responsible for tracking of trouble tickets and resolution of escalated support incidents.
* Performed any JCL fixes and JOB restarts if any part of the batch process failure.
* Fixed to problems by own responsibility and rectifies errors by modifying the system or databases.
* Responsible for analyzing the data present in VSAM file by mapping with its associated ICOB copy book.
* Coded and tested programs in COBOL. Designed SQL queries and testing using SPUFI.
* Created and maintained documentation for supported applications.
* Coordinates with customers to resolve technical support issues.Reporting of status to project team and management.

**Environment**: z/OS, IBM MVS, TSO/ISPF, CICS, DB2, Oracle, PL/SQL, MVS, JCL, IBM UTILITIES, VSAM, REXX, SQL, SPUFI, SFTP, Axway server, REMEDY, ITSM