Pramod Kumar B

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Professional Summary

- Having 5.6 years of software professional experience in Software Development Life Cycle with a strong emphasis on development of IBM BPM.
- Expertise in designing and development of business processes using IBM BPM /Lombardi Teamwork's including process analysis, process modelling, web services, UI coaches, variables, UCA's, Tracking Points, Ajax services, Task Routing and Playbacks.
- Developed Process Apps and toolkits in various IBM BPM versions –IBM BPM 7.5.0.1, IBM BPM 8.5.5 and 8.5.7
- Experienced with Installation, Administration in IBM BPM.
- Strong technical skills and team skills along with leadership qualities.
- Created run-books to train the Level 2 support team to handle the alerts.
- Developing the BPM Application by following best practices to optimize the performance.
- Analytical and problem solving ability, Good communication skill, proactive, team player.

Technical Skills

- Programming Language   : IBM BPM 7.5.0.1,8.5.5,8.5.7
- Operating System   : Windows 2000/xp,Linux

- RDBMS Knowledge   : Oracle, DB2
- Scripting Languages   : Javascript,

- Web Technologies   : HTML, CSS
- Application/Webservers   : Web Logic, Apache Tomcat

Professional Experience

Working as a Senior Software Engineer with **Tech Mahindra**, from Jan 2018 to till date.
Worked as a Senior Software Engineer with **L&T Infotech**, from Dec 2015 to Jan 2018.
Worked as a Software Engineer with **CSC,** from Sep 2012 to Dec 2015.

Project Experience

Project   **: SCORES(SEBI Implementation)**

Role   **:** BPM Developer

Duration   **:** Jan'18 to Till Date
Environment **:** IBM Lombardi 8.5.5

Description:

SCORES is a web enabled application used by SEBI for redressal of investors complaints against entities in Capital Market. Complaints can be filed by retail investor/s electronically or by way of complaint letter addressed to SEBI office or forwarded to SEBI by other government agencies e.g. PGPORTAL. Once the complaint is received (either physically or electronically) it is assigned to relevant department in SEBI HO/RO/LO based on certain rule e.g. Complaint Category.

Responsibilities:

- ✓ Engage with customers and worked with Development team.
- ✓ Studied current application code to understand the flow.
- ✓ Experience in doing offline snapshot deployments in BPM Environments.
- ✓ Experience in Installing Upgrade Fix Packs.
- ✓ Ability to work in a fast-paced, changing team environment with aggressive timelines.
- ✓ Experience in starting and stopping the services.
- ✓ Excellent Communication and written skills.
- ✓ Experienced in Production support environments handling incidents, SRs, Change Requests.
- ✓ Experience working onshore Model and drive the team.

Project : **Interests Claim Tracker**

Role : BPM Developer

Duration : Feb'16 to Nov'17
Environment : IBM Lombardi 8.5.7

Description:

ICT- Interest Claim Tracker provides functionality to generate, process and resolution of outstanding interest claims. IBPM is used to full fill all the stages of ICT Generating of an Interest Claim involves validating that a new claim is correct, investigating who was to blame for the VDE (Value Date Exception, i.e. late payment) and issuing the claim to the relevant counterparty in the form of a template attached to an email.

Responsibilities:

- ✓ Engage with customers and worked with Development team, to finalize the process models.
- ✓ Performed playback sessions with the business periodically to refine the process.
- ✓ Worked on creating requirement and design documents.
- ✓ Studied current application code to understand the flow and requirements.
- ✓ Building a business object, initializing a complex object and a list, using coaches to define and implement guided user interactions.
- ✓ Implemented gateways to control business process flow, routing for tasks, assigning expert group to an activity, expose a process application to a team.
- ✓ Created coach views using JavaScript, css, html.
- ✓ Build and implement integration services & general system services for an activity in a BPD. Created snapshots of a process application for deployment.
- ✓ Involved in all the phases of the project from development and production readiness.
- ✓ Supported all phases of testing and defect resolution.

Project : **Treasury Auction Management System (TAMS)**

Role : BPM Developer

Duration : Jan'17 to Jun'17
Environment : IBM BPM 8.5.7

Description:

Citi Group Global Markets InCorp is designated as a primary dealer by the Federal Reserve. As a primary dealer, the firm actively participates in every US Treasury Auction process. TAMS system was created to

streamline the current position aggregation process used for each Treasury Auction event. The application provides the key functionality described below

- Web application with the ability to set up, edit auctions, generate report and position updates.
- Application also includes Workflow management capabilities for gathering position data.
- System will send periodic time based auto emails to non-responders via standardized notification emails.

Responsibilities:

✓ Involved in process design and enhancements in web application.
✓ Involved in daily interaction with client and analysis of specification provided by the client.
✓ Designed work flow processes based on client requirements.
✓ Worked extensively in promoting application to production.

Project : **Farmers Insurance CA**

Role : BPM Developer

Duration : Dec'14 to Nov'15
Environment : IBM BPM

Description:

Farmers Insurance provides their customers to register claims by calling the CSR. FNOL handles the request provided by the customers. The main job of FNOL will be register the claim and update the claim or Claim feature. FNOL collects the data from the customer or any other external sources and verify the information by connecting to different services, registers and updates the claim. FNOL having different line of business like Auto, Property & Energy, Financial Lines, Casualty & Specialty (Marine, Pollution & Glass).

Responsibilities:

✓ Implementation of BPD as per business requirement.
✓ Configuring UCA as per external system XML Structure.
✓ Used xpath Conversion for converting XML to xpath.
✓ Implemented General System Services for Insert/Update/Select queries.
✓ Configured time based UCA as per business requirement.
✓ Called one BPD to other BPD using start process by name.
✓ Created tracks and snapshots.
✓ Deploying the snapshot in Test Environment.
✓ Migrating the instances from old snapshot.
✓ Setting Logical Roles and Team roles.

Project : **Medicaid Management Information System**
Role : BPM Developer
Duration : From Sep'12 to Nov'14
Environment :IBM BPM

Description:

Medicaid is a health insurance program financed and run jointly by the federal and state governments for low-income people of all ages who do not have the money or insurance to pay for health care. The goal of the program is to provide medical and other health care services to eligible individuals so that they are able to remain as self-sufficient as possible. Medicaid is a state administered program. Each state sets its own guidelines, subject to federal rules and guidelines. Certain services must be covered by the states in order to receive federal funds. Other services are optional and are elected by states.
Responsibilities:

✓ Analyzing the code and fixing the issues.

- ✓ Implementing Business Process Definition.
- ✓ Managing process applications, workspaces, and snapshots & using toolkit.
- ✓ Creating Undercover Agents, Message Start Event, Message Intermediate Event, Sub processes and Coach (User Interface).
- ✓ Creating Websphere Integration component allows the services to invoke external Web Service provider.
- ✓ Implemented CRUD Services as per business requirement.
- ✓ Integrated Common Components with BPM Application.
- ✓ Adding process variable to Business Process Definition and Expose Process Variable.
- ✓ Communicating with the client and onsite Team lead and Developers to filter out genuine blockages and failures.

DECLARATION

      I here by declare that all the details furnished are genuine and can be subjected to verification at any time.

Place : Mumbai   Yours Sincerely

                                            (Pramod Kumar

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