

Program Analyst

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Chennai

PROFESSIONAL SUMMARY:

- Overall, 4 years of IT experience with good hold in **Integration Technology** and **SMARTCOMM**.
- Sound knowledge on **SmartCOMM communication, WebMethods Integration Server, MuleSoft Integration**.
- Have attended the training session for “**WebMethods integration**”.
- Have attended the training session for “**SmartCOMM** communication and have gained hands on experience on the same.
- A good team player with commitment and capability to contribute independently.

EDUCATION:

- **Bachelor of Engineering** in Electronics and Communication with 8.33 CGPA in V.S.B.Engineering College.
- **H.S.L.C** with 90% in Uswathun Hasana Oriental Arabic Girls Hr.Sec School.
- **S.S.L.C** with 98% in Uswathun Hasana Oriental Arabic Girls Hr.Sec School.

WORK CERTIFICATION

- Completed **MuleSoft** Development Fundamentals course.
- **WebMethods.io** Integration basic and essential certificate.
- **Software AG** web methods Integration (on-premises) for beginner course in UDEMY.

PROFESSIONAL EXPERIENCE:

- **Cognizant Technology Solutions** – Oct 2021 to Till Date

DETAILED EXPERIENCE:

Project – Cog Moment Digital Exp

2023-2025

Clients: Kemper

Tools Stack: SmartCOMM, SmartCOMM Data Modeller

Role –Developer

Responsibilities

- Develop and implement solutions using SmartComm technologies to meet business requirement.
- Utilize SmartCOMM Draft Editor to create and manage templates that align with business requirements.
- Monitor system performance and troubleshoot issues to maintain optimal functionality and user satisfaction.
- Collaborate with cross-functional teams to design and optimize SmartCOMM Data Models.
- Participate in code reviews and ensure adherence to best practices
- Participate in code reviews and testing to ensure high-quality deliverables that meet industry standards.
- Create and maintain documentation for SmartCOMM processes and configurations.
- Engage in continuous learning and development to stay updated with the latest SmartComm technology.

Project – Medtron-Mercury Contingent Work_

2021-2023

Clients: Medtronic

Tools Stack: Anypoint studio, Anypoint Platform, Github, SNOW

Role –Support Engineer

Responsibilities

- Maintain and monitor the API health, Monitor and analyze system performance to identify areas for improvement and implement necessary enhancements.
- Provide technical support and troubleshooting for integration issues to ensure minimal disruption to operations.
- Maintain documentation of integration processes and solutions to facilitate knowledge sharing and future enhancements.
- Ensure the quality and performance of integration solutions by conducting thorough testing and debugging.
- Managing Incident resolution and involve in Problem ticket investigation.
- Platform Health Check.
- Monitor integration performance metrics, Service request processing.
- Provide support for Accessing Application, Application on-boarding process, Application manual deployments/redeployments.

- Engage in continuous learning and development to stay updated with the latest MuleSoft technologies and trends.

Personal Details:

Date of Birth: 31/12/1999

Nationality: Indian

Marital Status: Married

Address: Singarayar colony, Madurai