Objective

* Contribute effectively and productively towards quality service through meticulously planned hard work
* Keeping up Team spirit to accomplish organizational goals.

Work Experience

* Senior Associate with 4 years of experience at Cognizant Technology Solutions
* System Engineer with 3.5 years of experience at Tata Consultancy Services.

Self-Evaluation

* 4 years of IT experience as a Software developer in Enhancement/Maintenance projects.
* 3 years of experience as Developer in Application Build projects
* Working in web Methods integration tool for 7 years
* Experienced in the aspects like Production support, Platform support and release management and testing support.
* Good interpersonal skills, commitment, result oriented, hard working with a quest.
* Effective team building and co-ordination skills.

Technical Proficiency

Domain : **Retail,Telecom**

Middleware Tech : **webMethods 7.1.x, 8.2,9.x.**

Programming Language**:** C, C++, Java

Operating System : Windows XP, Windows 7, UNIX.

Enterprise Database **:** Oracle 10g

Scripting Languages : HTML, XML

Tools : Eclipse3.1, Soap UI, Centrasite, CrossVista,

Splunk, Wiley Monitoring tool, BMC Remedy

Academic Chronicle

* MCA  **, 2005-2008**

Completed with 84.41 %, Meenakshi College For Women,

Chennai, INDIA.

* **Bsc Mathematics**  **, 2002-2005**

Completed with 80.6 %, Meenakshi College For Women,

Chennai, INDIA.

* **Higher Secondary (HSC), 2002**

83.42%, Immaculate Heart Of Mary’s Girls Higher Secondary School,

Chennai, INDIA.

* **S.S.L.C, Year of Passing - 2000**

84.8%, Immaculate Heart Of Mary’s Girls Higher Secondary School,

Chennai, INDIA.

Details of Professional Experience

**ingersoll rand sr. associate**

***Cognizant Technology Solutions, Chennai Aug’12 to Sep’16***

#### **Project : Ingersoll Rand**

#### **Client : Ingersoll Rand**

***Client Description:***

Ingersoll Rand is a global provider of innovative air, fluid, energy, and medical technologies, delivering mission-critical solutions for industries like manufacturing, energy, and life sciences.

***Role and Responsibilities:***

* Troubleshot and resolved technical issues, improving system performance and minimizing disruptions.
* Provided support and maintenance for the Ingersoll Rand project, ensuring reliable operation of critical systems and applications.
* Actively participated in severity calls to address high-priority incidents, collaborating with stakeholders to restore services swiftly.
* Worked with cross-functional teams to implement updates, patches, and bug fixes, ensuring compliance with service-level agreements (SLAs).
* Conducted root cause analysis and monitored system performance to deliver timely, effective solutions.
* Contributed to process optimizations, enhancing workflow efficiency and incident response times.

#### **Project : Lowe’s AMS Corporate**

#### **Client : Lowes’s Companies, Inc.**

***Client Description:***

Lowe's Companies, Inc. is an American chain of retail home improvement and appliance stores that has retail stores in the United States, Canada, and Mexico.

***Project Description:***

At Lowe’s, 80+ interfaces like PeopleSoft, Kenexa, Lowes.com/Genesis online selling channels, Sterling, CCV etc., interact through ESB webMethods. Totally we have 70+ servers clustered in load balancer and those servers are segregated as Real time & Batch time processing servers which handle Sync/Async transactions.

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| --- | --- |
| ESB Tools | webMethods 7.1,8.2,9.x |
| wM Products | IS, wM Deployer, MWS, wMDesigner, Developer, CentraSite, Broker & JMS, TN, DSP, Adapter-JDBC, MQ & FlatFile. |
| Configuration Management | CVS & VCS Cross Vista |

***Role and Responsibilities:***

* + Incident Management - 12 X 7 on call support for Severity 1 and 2 Incidents
  + Problem Management – Involved in Bug fixes, Maintenance, Problem Analysis (PBI and PKE), any bug fixes which involves less than 150 hrs of effort.
  + Change Management - Address changes that have an effort of 150 hours or less
  + Work with OCC for proactive monitoring/ rapid response in case of issues
  + Coordinate and work with Build team to transition applications from Build to Run
  + Release Management - Deploy the code to Production and Pre-Production environments
  + Service Requests - User queries, reports generation
  + Coordination with Business and Third-party vendor for package applications
  + Presented the Transition to the SME-Level for the Support Activity.
  + Application Support for 85 + application integrated with webMethods.
  + Providing the L2 & L3 support for ESB applications
  + Responsibility of Root Cause Analysis.
  + Status Reporting & ensuring SLA adherence.
  + Testing Support & Run time Issue analysis
  + Outage handling.
  + Preparation of required Support Document for the Interface & maintain Knowledge Repository.
  + Preparation of documentation for decommission activities and perform the decommission tasks
  + Providing the support for DR activities
  + Involved in testing stage of the Error Handling framework for handling the Application level errors.
  + Partner profile creation, submitting a XML TN document type & File Re-processing in Trading Networks
  + Experience in various concepts like Pub -Sub, FTP, JMS, Flat file, JDBC, MQ adapter
  + Creation of Production mail box monitoring by working in Suppression of Error mails effectively.
  + Set up rules for Production mailbox to sort out the errors.
  + Created ESB Service Monitoring utility for client environment (comprised of 50+ servers, 300+ monitoring components) was based on manual effort and took 3-4 hours of manpower per shift. This is now reduced in 1 min work by automation.
  + Created Broker Monitoring utility to monitor the status of all triggers and Broker servers.
  + Worked in creation of File Deploy Utility that deploys config files in all severs.
  + Worked in creation of Reset Cache utility that reset cache in all servers
  + Created a utility that identifies stale schedulers.
  + Automation of the Enabling & disabling the wM IS components with a Graphical UI.
  + Implementing Java Messaging Service(JMS) with Policy based clustering in Broker JMS API
  + MWS Tasks: Creating JMS Providers, Durable subscribers for major releases.
  + Code Review before implementation of change.
  + Underwent CrossVista client tool training. Client advanced tool for Production deployment activity.
  + Creation of Projects, Baseline Releases & Patch for IS Components/ MQ Components/ JMS Connections/ Broker configurations in CrossVista .
  + Involved in Deployments & Code Sync through CrossVista for Production & Test environments.
  + Hands on knowledge - Installation, configuration and Administrations for IS & Broker
  + Performed POCs
  + Setting up the DTQ environments (Development, Testing& QA)for the Application support teams. Also, Work with Development team to carry out deployments, load test and acceptance tests.
  + Supporting the downtime requested by other teams.
  + Worked on Wily Investigator and Management modules to create Metric Groupings and Generate Reports
  + Usage of Splunk tool for monitoring live Transactions.
  + Setting up Splunk Dashboard for monitoring the Functional, Technical & Unknown Errors.
  + Centrasite product used for Project Management level activities.
  + Code CleanUp & Code Optimization.
  + Load Balancing activities
  + Identified many Production errors and rectified it.
  + Worked in BMC remedy - Creation of tickets, CRQ and Problem management.
  + Identified repeated tickets and handled them.
  + Worked in Weekly Status Report creation, Monthly Report, C2 activities and other reporting activities.
  + Got trained in First Time Lead

***TATA Consultancy Services, Chennai March 2009 to July 2012***

#### **Project : PROJECT M (webMethods Gateway)**

#### **Client : Cable and Wireless**

#### **Description:** Project M acts as an intermediate system between the Portal and WAD

Environment. Also handles the pre-ordering services.

#### **Project : WHOLESALE ACCESS DELIVERY (WAD)**

#### **Client : Cable and Wireless**

**Description*:*** The Wholesale Access Delivery (WAD) solution enables C&W to

provide voice and data (DSL) products for service providers in the

wholesale market segment.

#### **Project : TESCO**

#### **Client : Cable and Wireless**

**Description*:*** Tesco is one of the customer of Cable and Wireless enabling Tesco

to bundle broadband and home phones

#### **Project : Night Gear**

#### **Client : Cable and Wireless**

**Description*:*** Motorola Solutions provides business and mission-critical

communication products and services to enterprises and government

***Role and Responsibilities:***

* Gathering and analyzing the requirements
* Effort analysis and Estimation
* Understanding source systems
* Meetings with Solution Designer to understand the requirements
* Attending client calls
* Integration Development in webMethods
* Unit testing
* End-to-end Support

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| --- | --- | --- |
| **Personal Information:** | |  |
| **Name** | Sasirekha Elango | | |
| **Date Of Birth** | 14 April 1985 | | |
| **Marital Status** | Married | | |
| **Languages Known** | Tamil, English | | |
| **Nationality** | Indian | | |

|  |  |  |
| --- | --- | --- |
| **Passport Information:** | |  |
| **Passport Number** | **N0854327** | | |
| **Passport Issue Place** | Chennai | | |
| **Passport Expiry** | 01/07/2025 | | |
| **Visa Type/Class** | R/H1B | | |
| **Visa Issue Date** | 04/02/2016 | | |
| **Visa Expiry Date** | 01/7/2018 | | |
| **Receipt Number** | EAC1514453845 | | |

Place – India

Date - Sasirekha Elango