**Mudassir Alam Gour**

**SUMMARY Professional Summary**

* **Microsoft .Net and Oracle Developer with over 7+ years of experience.** **.Net** **Web and Desktop applications** using different frameworks and **Oracle and SQL Server**.
* Thoroughly acquainted with **ITIL standards**. (HPSM, Remedy, Service now ITIL implementation).
* Extensive experience in Design and Development of **Web application using MVC Framework** and web-services**.**
* Extensive experience in **Oracle 11, 10g and 9i** and hands on experience writing **SQL queries and PL/SQL** Stored Procedures, Functions, Database Triggers, Exception Handlers, Cursors
* Experience in technologies like **ASP.Net, C#, VB.Net, AJAX, XML, Web API, WCF and AngularJS**.
* Sound experience in working with **Object** **Oriented design** and **.Net Design Patterns**.
* Excellent project life cycle experience (SDLC) in all aspects of **requirements specifications, design, code, test, deploy, maintaining**.
* Experienced in working on **Test Plans, Functional Specifications, Use cases, User Acceptance Testing (UAT).**
* Over 4 years of experience working at onsite, coordinating with the IT and Business team at client side and offshore teams in India.
* Excellent **analytical and problem-solving skills** with the ability to achieve stretch goals within a short time frame and in an innovative and fast paced environment.
* **Excellent written and communication skills** used to coordinate multi-disciplinary technical teams (off/onshore teams).
* Build **functional specification and technical specification**, create system test plan, and execute those test plan.
* Working on the **Business Process Improvement**
* Good exposure in gathering **business requirement, analyzing technical feasibility, analyzing impact, Design and Development**
* Extensive knowledge in insurance industry standard auto Claim Processing policy admin technology.
* Provide **strategic solution** for inefficient business processes.
* **Defect fixing, solving production issues** and providing work around.
* A track record of **high impact technical and leadership achievements** in software development/testing (SDLC).
* Got training on Salesforce and Hadoop.

**TECHNICAL SKILLS**

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| Languages | .Net 4.0/3.5/3.0/2.0 Framework, ASP.NET 3.5, AJAX, J-Query,C#, VB.NET, ADO.NET, WPF, WCF, Web Services, LINQ, HTML,Java Script, VB6, AngularJS |
| Web/App Server | IIS 6.0, IIS 7.0 |
| Database | ORACLE 11/10g/9i, MS SQL Server 2005 / 2008, MS Access, DB2 |
| Reporting Tools | Crystal reports |
| IDE | **Visual Studio 2005, 2008, 2010** |
| Scripting and markup | JavaScript, HTML, AJAX |
| Methodology | Design Patterns, Agile Programming |
| Review Tool | **VSS, TFS** |
| XML Technologies | **XML, XSLT** |
| Operating systems | **Windows 7, Windows 2008, 2000/XP/NT/98** |
| Tools | **NUnit, BDoc Suite, BDOC EDIT, BDOC Online, HP ExStream, TOAD, SQL Plus, Adobe flash builder** |
| Middleware Applications | **Salesforce Admin/Developer, visualforce, Apex, MongoDB, Big data Hadoop, HiveQl, Pig Latin, Map Reduce,YARN, Hbase, Zookeeper, Oozie, MRUnit** |

##### ACHIEVEMENTS n:

* Coded a customized tool using .Net windows forms for automated monitoring of several batch programs thereby reducing manual work by 90%.
* Submitted a technical white paper on "Explanation of Benefits processing enhancements" which won second price in an Enterprise wide competition.
* Rewrote the Allstate Claims Explanation of benefits printing system to use open-source PDF component called ITextSharp instead of Adobe Document server thereby facilitating substantial cost savings in license fees.
* Introduced an enhancement to the Allstate Claims Batch process to automatically generate the New York MV104 form. This reduced manual work for hundreds of adjusters around the country and helped Allstate improve the customer experience.
* Provided a solution to for Bifold envelop, Allstate is saving 50K every year after this change.
* Provided couple (server consolidation, Electronic communication, development optimization) of cost saving idea which saved a lot for Allstate
* Created a system level FTP transmission service which is being used across Allstate Claims for file transmission.
* Received individual Excellence award from Syntel for 2011 and 2012.

##### EDUCATION n:

* **Master in computer application (MCA)**, Graphic Era University Dehradun India 2007

**PROFESSIONAL EXPERIENCE** n:

**Company: Capgemini Financial Services USA 08/2013 – till date**

**Client: Progressive Insurance 08/2013 – till date**

**Location: Cleveland, OH**

###### Role: Tech Lead/Senior Software Engineer

**Project Description: Policy Pro Program – Flash/Mobile Quoting(FQ)**

Policy Pro is new policy admin program which is in process to replace old mainframe policy admin system with new technology with advanced features. FQ is one of the application used to creating the direct quote (mobile/web) (<http://www.progressive.com/> ). FQ application roll out is happening state by state. So far I have been part of block 8 (AZ,AL,CT,DC), block 10 (CO,RI,NH,NM) Complex block 3 (FL)

**Responsibilities*:***

* Actively involved to collect the Business requirements for each state.
* Analyze and validate the requirements for the proposed system / application.
* Develop Technical Design Document for program requirements.
* Coding, Unit Testing, Code Reviews of various components of the application.
* Analysis and fixing of technical challenges faced during development phase.
* Worked on Unit Test case and made the automated testing as part of the build process.
* Extensively used n-Unit testing.
* Used TFS for version management and Team city for Build process.
* Implementing various quality standards to make project flow smooth.
* Participated in reviews and testing activities including Unit, Integration Testing.

**Technology: Visual Studio 2010, .Net 4.0, C#, ASP .Net, XML, CSS, WCF, MVC4, Windows 7, Team Foundation Server, Adobe Flash, action script, Team Foundation Server, WCF Services.**

**Company: Syntel LTD 07/2007 – 08/2013**

**Client: Allstate Insurance 08/2007 – 08/2013**

###### Role: Tech Lead/Architect

**Project Description: Integrating Encompass to Allstate claim correspondence system**

Encompass was having a separate work flow for document management system. I propose to integration document management system to integrate with existing Allstate document management system. By doing this most of the Allstate document management system component can be reuse. I present the ROI to show the cost saving after merging to allstate document system. Encompass claim will use existing print center which is being used for allstate. For this we have created set of WCF service and few window services for post processing. And setup a strong monitoring system. Apart from this 1200 encompass forms has been simplified and share the same repository as Allstate does.

**Responsibilities**

* Reconciling existing design
* Closely worked with business team to understand existing work flow and take it to new system.
* Work with architect and different team stakeholder to consider and cover all the failure point
* Created High Level conceptual Design document
* Reviewed Detailed technical design document created by offshore
* Reviewed the existing database structure to fit all new requirements
* Develop a window service which use FTP to transmit file to Output processing system and call TIBCO service to archive the PDF copies.
* Develop WCF service which was expose to different system (responsible to get encompass request, get EDMS ID from integration (TIBCO) etc)
* Created all the business rules which was implemented with WCF
* Develop a web page to existing website, which will be used to see the daily report and reprocess there request.
* Help team to fine tune SQLquery based on new change
* Create the implementation strategy
* Create the lessons learnt for every development
* Work with environment team to decide on server configuration based on user load.

**Technology: Visual Studio .Net 4.0, C#, ASP .Net, XML, CSS, HTML, WCF service, Oracle, Windows 2008 Server, Team Foundation Server, BDOC 5.1**

###### Role: Tech Lead/Architect

**Project Description: Re-Design claim correspondence System**

Evaluated different product (HP EXstream, BDOC 5.1, Documaker) present in the market and did a POC to find best fit to replace existing system with advanced features.BDOC5.1 was best fit for online document generation. As part of this we are revamping the whole system and creating a centralized document repository for Allstate claim document management. I came up with the new architecture based on the issue with the current system. The new architecture provides more flexibility for business users. As part of this all the test and production server being upgraded with window 2008 server. All existing window, web application was redesign along with data base tables.

**Responsibilities**

* Reconciling existing design
* Impact analysis
* Was highly involved with architect team to complete the design with all up and downstream system to make sure right work and data flow.
* Created High Level conceptual Design document
* Reviewed Detailed technical design document
* Design the normalized database structure
* Created all the business rules
* Worked on WCF service window service and web application, we have used entity framework with LINQ.
* Finalize and fine tune all the SQL used for this project
* Coordinated with ANI and offshore team to get forms and coding done
* Create the implementation strategy
* Working on the proof of concept
* Worked with environment team to get all the test and production setup with window 2008 server. And help them to resolve the issue
* Work with environment team to get disaster recovery plan in place and all the server configuration.

**Technology: Visual Studio .Net 3.5, C#, ASP .Net, XML, CSS, HTML, Oracle, Windows 2008 Server, Team Foundation Server, BDOC5.1, HP ExStream**

###### Role: Tech Lead/Senior Software Engineer

**Project Description: Medbill RoadMap – Check Processing**

The new system designed to process the financial data for Allstate insurance. This system was loaded with vender product, WCF service, and window services. This system was used by Allstate to send check. This system is fully loaded with business rules as lot of sensitive data been processed with this system. It was having different integration layer, each layer was design to do the check balancing. This system was holding a strong tracking system to make sure on each and every transaction point of the processed check.

**Responsibilities**

* Was involved with business and all the stack holder to discuss and get the requirement
* Created High Level conceptual Design document
* Created Detailed technical design document
* Design the normalized database structure
* Created all the business rules
* Finalize all the SQL used for this project
* Develop new WCF service with all the business rules, we have used entity framework with LINQ.
* Design the validation point for whole project
* Design few web pages
* Did the unit testing for few components
* Created proof of concept which was implement by team later
* Work with QC Co-coordinator to create the QC testing strategy

**Technology: Visual Studio .Net 3.5, C#, ASP .Net,ADO.Net,VB.Net, XML, CSS, HTML, WCF, Oracle 11G, Windows 2008 Server, AJAX, Team Foundation Server**

###### Role: Application Team SME and Senior developer

**Project Description: My Network Desktop implementation (MyND)**

Single point of contact for 5 teams on strategic initiative to virtualize employee desktop on servers and roll out to 18,000 users. Managed testing of entire Claims Processing application in new environment, suggesting solutions to client.

**Responsibilities**

* Produced strategic solution with high projected cost savings that allows employees to access virtual desktop from anywhere through thin client (including iPad) and eliminates maintenance of laptops
* Developed tactical solution with architects and application teams to address issue that arose from Office 2007 upgrade.
* Facilitated ActiveX (VB Script) control certificate renewal and coordinated application install on CITRIX servers through Trusted Website solution, which was a compliance requirement for Allstate.

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###### Role: Senior developer

**Project Description: Automation of Subrogation Demand Process**

Transitioned the design of project offshore to complete development and implementation. Project automated creation of Subrogation Demand package to third party insurance carrier, a high agenda client assignment that would achieve enormous savings by reducing FTEs involved in subrogation recovery process.

**Responsibilities**

* Design required extensive research to solve issues of collecting electronic documents from disparate systems, a manual practice that was consuming extensive effort and resources from adjusters.
* Architecture direction involved integration of new tool (iTextSharp), necessitating design specific to tool limitations and requirements.
* Design required interaction with core third party system for generating and sending demand package to third party insurance carrier.
* Completed project that slashed cycle time for all phases of subrogation significantly; reduced turn-around on documentation submission from one month to three days.
* Recognized for effectively communicating design to offshore team and completing high priority project on time.

**Technology: Visual Studio 2008, C# .NET, VB .NET, ASP .NET, Web Services, TIBCO, EDMS, XML, SQL Server 2005, Windows 2003 Server, Team Foundation Server, Oracle 11G, BDoc Suite 2006**

###### Role: Analyst programmer

**Project Description: Document Processing System – NextGen**

The system was designed as a 3 tier ASP.NET 3.5 website using Oracle databases as the backend. This system was design for the claim adjustor to send communication for subrogation, first party claim, third party claim, Auto claim, and explanation of benefits. System was meant to support different delivery (Email, Fax, Output processing center, Local) methods. System was leverage with leverage with electronic document management system for permanent storage. Several window services created to support all the above function. This system was loaded with IMB postal barcode.

**Responsibilities *-***

* Was part of analysis and design
* Developed the web service to communicate with different data interface
* Developed the window service with VB.Net which was responsible to send to trigger the email, Fax, and send the document printing
* Develop the web form for out put processing center to check daily report
* Develop the interface for database connectivity with ADO.Net control
* Worked on detailed design document
* Worked on to design relation data structure for the whole project
* Designed Disaster Recovery plans for Enterprise class applications and took part in live DR exercises.
* Provided post production support for newly released applications.
* Provided post implementation support to users.
* Provided 24x7 on-call support for enterprise level issues.

**Technology: Visual Studio 2008, C# .NET, VB .NET, ASP .NET, Web Services, TIBCO, EDMS, XML, SQL Server 2005, Windows 2003 Server, Team Foundation Server, Oracle 11G, BDoc Suite 2006**

###### Role: Analyst programmer

**Project Description: Document Processing System – Legacy**

The project was an in-house claim handling \ document processing system used by Allstate Insurance. The system was designed as a 3 tier ASP.NET 2.0 website using several DB2 and Oracle databases as the backend. I functioned as the developer for the .NET team implementing enhancements to the application and providing production support.

**Responsibilities**

* Involved in designing of new web forms using .NET 2.0.
* Implemented customer flow model for current application.
* Fixed defects reported by QA and SMEs.
* Used Generics for implementing custom class collections.
* Improved the performance by selectively using Output and Data caching.
* Extensively used ADO.NET objects such as Data Adapter, Dataset, Data Reader, and Data View for accessing data from database.
* Member of requirement gathering team
* Involved in designing mock up screens.
* Coding Nunit test cases.
* Tested application with Nunit
* Provided production support.

**Technology: Visual Studio 2005, C# .NET, VB .NET, ASP .NET, Web Services, TIBCO, EDMS, XML, SQL Server 2005, Windows 2003 Server, Oracle, DB2, Mainframe CICS, BDoc Suite 2006, Java Script, ExStream, VSS**