**SHWETA BHOGAL**

**Experience Summary**

I have been associated with **INFOSYS TECHNOLOGIES LIMITED**, as a **TIBCO Lead & Consultant**, since 2006 with **total experience of more than 8 Years**.

Here, I have acquired technical & functional experience across multiple areas such as **TIBCO software development, Solution Design, Project Management.**

I have **hands-on** with various **TIBCO products including IProcess, BW & BE** for its **development/ implementation/ maintenance,** specialized in architecture, design and build of significant implementation, with this I have also led key assignments for various **Fortune 50 global Clients.**

**Areas of Expertise:**

* **TIBCO IProcess Implementation** – Handled end to end setup of IProcess engine as an infrastructure for various large scale, mission critical applications.
* **TIBCO BW** – Specialized in designing, testing and implementing solutions in TIBCO using BW, BE by SDLC methodology.
* Key Member in architecture and solution designing and active member of Design review board.
* **SME for TIBCO** product implementation.
* **Led a team** **of 15 members offshore/Onsite.**
* **Key member of the Infosys TIBCO practice-** Handled various internal/external projects and issues and provided generic technical/ functional solutions.
* **Good hands-on** on HP Service Manager, Clearcase, Microsoft Team Foundation Server-2008.
* Key Member for Design Review Board for various projects across practice.
* Key member in the Deployment and Release document creation.
* **Contribution @Practice Level:-** 
  + - Conducted various POC to cover areas of improvements for various global clients.
    - Mentored new joinees on TIBCO Technology.
    - Conducted various in-house training on TIBCO.

**Education and Certifications**

* **TIBCO AMX External Training**(Tibco Software Limited, Singapore)
* **TIBCO iProcess External Training**(Tibco Software Limited, Singapore)
* **TIBCO internal certification**
* **EAI Internal certifications**
* **ES-FND-SE Foundation Program Certificate**
* **ES Quality Foundation Certification (L1 Process Certification)**
* **Overview of Enterprise Solution Technologies.(Technical Certification)**
* **Bachelor of Engineering** in (2006), From Rajiv Gandhi Technical University, Bhopal- (M.P), INDIA,

**Technical Skills**

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| **Current Occupation :** | Technology Lead |
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| **Computer Languages known :** | C, C++, C# Dot Net, Visual Basics, JAVA |
| **Operating Systems :** | Microsoft windows 98,2000,XP,Vista,Windows7, Unix |
| **Databases worked on :** | Oracle 11g |
| **Products / Tools Used :** | **TIBCO BW,**  **TIBCO iProcess ,**  **TIBCO BE,**  **TIBCO Administrator,**  **TIBCO Active Matrix,**  **TIBCO Decision Manager,**  **Visual Studios 2005,**  **Oracle SQL Developer,**  **Lotus Notes,**  **Altova XML spy,**  **Microsoft Office 2007,**  **MS SharePoint 2007,**  **Clear Case,**  **VSS(Visual Source Safe)**  **Microsoft Visio 2007** |

**Relevant Project Experience**

**1.    Order Processing**

**2.    SSE (Scottish and Southern Energy), UK**

**3.    AMEX (American Express), USA**

**4.    BP (British Petroleum) , USA**

**5.    CPW (CarPhone Warehouse), UK**

**6. Carefirst Healthcare Insurance, USA**

**7. Allstate Insurance, USA**

**Project Name: - Order Processing, Infosys Technologies-Internal**

The project “Order Processing” was a part of the stream training in Infosys. The technology used was TIBCO BW along with JDBC.

The project was built to take order and process them through properly channeling.  It was a development project involving build and testing. The project was developed as a part of curriculum in the training.

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| **Location** | Offshore- Hyderabad  (INDIA) |
| **Role** | Trainee Associate |
| **Responsibility** | Developer |
| **Duration** | 9th October 2006 to 13th October 2006 |
| **Products / Tools Used :** | **TIBCO BW, JDBC, Java Core ,HTML** |

**Project Name: - Scottish and Southern Energy, UK**

The Scottish and southern energy is involved in generation and distribution of various energy resources like electricity, gas, phone etc.

The business objective of the Scottish and Southern Energy is to cater to the needs of the customer service representatives and to provide a solution which is more effective and user friendly.

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| **Location** | Pune |
| **Technical description of project:** | This is an end to end development project involving requirement elaboration, design, build, testing, implementation and support.    A prototype was developed as a part of this effort to proof out the proposed. |
| **Role** | Software Developer |
| **Responsibility :-** | **As A developer:**  Developed a User interface which contained 3 screens which were to be used by the backend services to fetch, insert and update the details entered by the Customer care executive. |
| Developed a webservice which was utilized by the interfaces developed. The webservice fetched the requested data from the database and gave the response back which was handled by the user interface. |
| Developed a Framework: Developed a framework which handled the exceptions (Business and Logical) and logged them into a trace file as a text file at the path specified. |
| **As A tester**:  I Was part of the system testing team. The responsibility during system testing was to test the end to end functionality of the developed module and track the defects. |
| **Duration** | 21st November 2006 to 30th June 2008 |
| **Products / Tools Used :** | **Microsoft Visual Studio 2005,**  **Microsoft SQL Server 2000,**  **Microsoft Visual Studios 6.0,**  **Microsoft Visual Studios .NET 2003,**  **Lotus Notes**  **Microsoft Visual Studios 6.0(Visual Source Safe),**  **N- Unit net 2.0, Microsoft fxCop1.35** |

**Project Name: - AMEX(American Express)**

The project handles the credit card issuance and renewal of the existing cards.The project is further divided into several modules which are responsible for the various functions like renewal is handled in other module and issuance is handled in other module.

The project functions like: the request comes as in whether it is a new card issue or a renewal or some other service like a welcome note or welcome scheme is to be given to new customers.

The request is processed and distributed to the concerned module where it looks into the request and validate it. If the request is correct then it is further processed and the response is fetched and again sent to the concerned module and finally depending on the response several actions are taken.

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| **Location** | Offshore - Pune (INDIA) |
| **Role** | Software developer |
| **Responsibility** | Was part of the module in which the type of card to be issued was decided on the basis of several input criteria. |
| **Duration** | 15th July 2008 to 30th September 2008 |
| **Products / Tools Used :** | **Microsoft Visual Studios 2008,**  **Microsoft Office 2007,**  **IBM Websphere MQ,**  **Microsoft Biztalk Server 2004,** |

**Project Name: - BP(British Petroleum)**

The project was a migration from **TIBCO** to **.Net**. The project handled the status of orders and the related data of the British petroleum.

The project functions like the code developed in Tibco was to be converted into .Net code. The framework was written in .Net and used for migrating the Tibco modules into .Net.

All the processes in Tibco were converted into the methods in the .net code and those methods were called into the .net framework.

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| **Location** | Offshore –Hyderabad (INDIA)  Onsite- Houston, TX, USA |
| **Role** | Software developer |
| **Responsibility** | Handle the migration of an independent module.  Understand the Tibco code, Convert the Tibco code into .net methods and write the methods which are not present.Unit test the module developed.  Create a test report for the unit testing conducted. |
| **Duration** | 1st October 2008 to 2nd January 2009 |
| **Products / Tools Used :** | **TIBCO BW**,  **Microsoft Visual Studios 2005,**  **Altova XML Spy 2008,**  **Microsoft Office 2007.** |

**Project Name: - CPW(Carphone Warehouse)**

The project was a development in TIBCO. The projects come in Work Packets which contains services to be developed.The project consists of several services some developed and some new. These services are called work Packets.

The project life starts with the requirement analysis, Designing of documents, Development of the service, Unit Testing of the developed service, Unit test Case preparation, Release documentation  and issue resolution

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| **Location** | Pune |
| **Role** | Software developer |
| **Responsibility** | Handle the development of the service.  Understand the requirements; prepare the documents for design and release. Unit test the developed module.Create a test report for the unit testing conducted. |
| **Duration** | 1st April 2009 to 30th September 2009 |
| **Products / Tools Used :** | **TIBCO BW, Designer 5.5** |

**Project Name: - Allstate Insurance**

The project was a Infrastructure Development and support in TIBCO iProcess Engine Oracle(11g). The work was to create and support the iProcess Engine to be used by the Applications of Allstate Insurance.

The project involved development of several iProcess Engine which would be used as the backend of the applications for Allstate.

The project involved requirement gathering, Requirement review meetings, Design Documentation, Installation of the server, post installation support, Go live Documentation and Level 3 Support and Issue Resolutions.

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| **Location** | Offshore- Mangalore (INDIA) and Onsite- Chicago,IL-USA |
| **Role** | Technical consultant for Allstate CFR Iprocess Engagement, Team lead, Onsite Offshore Coordinator. |
| **Responsibility** | **As a Technical Lead:**   * The BPM Implementation at Allstate for CFR included several platform implementations that required a quick pick up on the technical front and implementing them while developing and maintaining the iprocess platform. Took the ownership to deliver these platform and boosted client's confidence in Infosys by showing technical capabilities. * Worked very closely with the Allstate architects and actively participated in various design review meetings and was a key team resource in various technical discussions. * Has mentored several team level training sessions, technical quiz for the Infosys team members. * Presented iprocess technical implementation at Allstate to the client and other teams present within Allstate. * Authored and reviewed several technical and operational documents for reference and use by the team which included several knowledge base sharing documents, installation guides, Dos and don’t. * Key contributor for the overall BPM solution within Allstate.   **As Team Lead/Onsite Coordinator:**   * Has lead a team of 15+ members and conducted several hands-on and theory session for the team to gear up on the implementation of iprocess at Allstate. * Improved the onsite-offshore communication model by incorporating the handshake call for the work co-ordination and effectiveness to achieve the 24\*7 support model. * Provided the training and mentoring new members in the team to help them work independently. * Has published various project centric documents. * Has mentored new employees in the TIBCO Practice. * Provided classroom training sessions for the new members into the TIBCO Practice. |
| **Duration** | 15th Jan 2010 to 31st March 2011 |
| **Products / Tools Used :** | **TIBCO iProcess Engine 11.0 Oracle 11g** |

**Project Name: - Carefirst Healthcare Insurance**

The project was a developement Project in TIBCO BW5.7.The project involved development of several TIBCO Webservices serving various business requirements.

The project involved Requirement gathering, design Documentation, Development, Deployment of the services, Creation of the release documents, Go live and Warranty Support.

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| **Location** | Offshore-Bangalore (INDIA) |
| **Role** | Team Lead, Offshore Onsite Coordinator, Technical Lead. |
| **Responsibility** | **As Team Lead/Onsite Coordinator:**   * Kick Start the project at a new Development Center. * Lead a team of 5+ members and conducted several trainings for the new team members for them to gear up with the TIBCO Product suite. * Development of the design Documentation. * Key member in the Design review meetings with the Client. * TIBCO Service development and timely delivery to the client. * Deployment and Release document creation. * Code and Unit test Review and sign offs. * Post live Support during Warranty.   **Worked single handedly for one of the projects at Carefirst and was responsible for end to end successful delivery of the service.** |
| **Duration** | 1st April 2011 to 30th Nov 2011 |
| **Products / Tools Used :** | **TIBCO BW5.7** |

**Project Name: - Allstate Insurance**

The project is BW Migration and Support TIBCO, involving mainly BW . It involved development of several iProcess Engine which would be used at the backend of the applications of Allstate.

The project involved requirement gathering, Requirement review meetings, Design Documentation, Installation of the server, post installation support, Go live Documentation and Issue Resolutions.

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| **Location** | Chicago USA |
| **Role** | Solution Analyst, Onsite TIBCO Lead, L3 Support |
| **Responsibility** | - Solution designing for new projects.  - Designing various solutions at application level.  - Providing efforts estimates for new projects coming in.  - Service Migration to TIBCO BW5.9 from TIBCO BW5.7  - Level 3 Support and Issue resolution for the ticket being opened.  - Analysis, Design, Planning, Execution for various new projects, Disaster Planning and implementation, various maintenance activities and Problems.  - Root cause analysis for problems.  - Various design enhancements  - Responsible for various new design approaches implemented in the solution.  -End to end roll out of various projects.  -Handle releases and rollouts.  -Responsible for various code enhancements and design changes.  -Active member of design and code review meeting.  -Point of contact for any iprocess related questions and issues. |
| **Duration** | 1st Nov 2011 to present |
| **Products / Tools Used :** | TIBCO BW5.9, TIBCO BW5.7 |