**EXPERIENCE SUMMARY**

* Over 9 years of industry experience in IT Operation Support including 3.5 years at Client site in USA in **Enterprise Applications Integration (EAI) using** **TIBCO and related Products.**
* Around 4 years of experience working in Marketing.
* Currently working on Asurion Project in TIBCO Support team as Lead Technology.
* Strong Business Works implementation experience with strong working knowledge in TIBCO Business Works, EMS, Rendezvous, TIBCO Business Connect, TIBCO Administrator, Hawk and TIBCO TRA.
* Having experience and working as a TIBCO Administrator in **24x7 Support environments**.
* Worked extensively on widely used messaging standards TIBCO EMS and TIBCO Rendezvous.
* Workedextensively on designing Hawk Rule bases to monitor TIBCO Components like BW Engines
* Working experience in all phases of Software Development Life Cycle (SDLC) and Scrum methodology.
* Self-motivated and energetic team player, excellent interpersonal, analytical and written skills.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **EAI Tools** | TIBCO Business Works, TIBCO RV, EMS, TIBCO Hawk, TIBCO Administrator, TIBCO TRA, TIBCO Business Connect, Oracle SOA Suite(Support) |
| **Oracle SOA Suite** | Oracle BAM, Oracle BPEL, Oracle OWSM, Oracle ESB (Support) |
| **Operating System** | Windows 9X/2000 / UNIX. |
| **Web Technology** | J2EE, JSP, Servlets. (Support) |
| **Databases** | ORACLE 10g, SQL Server. |
| **Application Servers** | Tomcat and Weblogic |
| **Tools & Utilities** | Toad |

**PROJECT EXPERIENCE**

**Client: Asurion, Kansas City, USA Nov’10 – till date**

**Project: Asurion**

**Role:** Lead Technology / TIBCO Administrator

**Description:** Asurion is the world leader in ‘Technology Protection’ Insurance Company providing mobile insurance and other related products. From lost, stolen and damaged mobile phones to malfunctioning computers or TVs, Asurion offers best-in-class, next day device replacement and experienced, hassle-free support to millions of consumers daily. It’s for staying connected with the people who mean the most to us, and protecting the important information and memories we’ve created. The client includes all the big service provider like Verizon, AT&T, TMobile, Sprint, Metro Pcs etc…

**Responsibilities**

* Providing L2 level application support for all the production / QA issues
* Taking participation into Sprint planning and their executing
* Support Sprint releases into DEV, QA environments and support related defects
* Production deployment and support for US, Europe & Japan region
* Work on all production critical incidents and provide support and resolution within SLA’s defined
* Create Hawk Rule monitoring for all production environments
* Create the run book of the issues for future reference and quicker resolution
* Work with TIBCO Support
* Work on tickets and ensure their timely closure

**Environment:** TIBCO BW, TRA, TIBCO EMS, RV, SQL Server, TIBCO administrator, ADB Adapter, TIBCO Hawk, UNIX

**Client: Network Appliance, CA, USA Apr’06 – Nov 2010**

**Project 1: Netapp**

**Role:** Assistant Consultant /TIBCO Support

**Description:** NetApp is a world leader organization in manufacturing and marketing of storage product i.e. filers having clientele like Yahoo, Google, MSN etc.. TIBCO is being used as the primary Integrated tool for interfacing data between various A2A (SAP CRM, Siebel, ERP, PeopleSoft) and B2b application. Netapp has its B2B partners across the world for providing Logistic, Manufacturing, Marketing and Repair support. We at NetApp, support all the P1 critical level application for smooth functioning of netapp ongoing business between A2A and B2B applications.

**Responsibilities**

* Providing L2 level application support for all the production issues
* EAI products Installation on the servers in Unix environment
* Work on any runtime issues and provide their resolution for smooth functioning of the components.
* Develop Hawk rulebase to monitor Production components and send alerts in case of unplanned downtime or Error conditions.
* Implementation of all the new projects into production
* Involved in SIT, UAT of any newly developed TIBCO / Soa services and provide signoff
* Manage all production deployment using administrator
* Work with all the B2B partners for any issues or smooth functioning of the components at their end so that NetApp business doesn’t get impacted.
* Work with TIBCO Support
* Work on the P1 conf call with other cross functional team for quick resolution
* Support planned A2A or B2B downtime on weekend on on-call basis
* Timely closure of tickets and manage the tickets for other shift members to avoid SLA missing
* Work with B2B partners for their certificate expiry at Business connect, Configuring the participant and business agreement at business connect
* Providing WSR (Weekly Status Report) for netapp review
* Engage into online testing with other cross functional teams and partners
* Provide support to technical architect and help him in deriving RCA of an issue.
* Manually transferring the data / files upon request from customer thru FTP / SFTP
* Deploy integration services in Test environment and perform test cases provided by development team
* Monitor the components and servers using IBM - Tivoli tool

**Environment:** TIBCO BW, TRA, TIBCO BC, EMS, RV, Oracle 10g, TIBCO administrator, ADB Adapter, Siebel adapter, TIBCO Hawk, UNIX, Oracle Fusion SOA Suite (BPEL, ESB, OWSM), Oracle BAM, TIBCO Business Connect Protocols RosettaNet, Ezcomm

**Project 2: PowerUP (Implementation of SAP CRP over Vantive) Apr’08 – Jul’08**

**Role:** Assistant Consultant /TIBCO Administrator

**Description:** This was one of the biggest and prestigious project in the NetApp history and its implementation and testing in production took almost two days. Was involved in deploying TIBCO components running in production from Vantive to SAP CRM and ensure data integrity.

**Responsibilities**

* Deploying TIBCO components in Test environment to support SIT and UAT
* Perform rollback steps to ensure that components come in their AS-IS state in case of NO GO situation
* Deploy the code in production and engaged in their testing if they are running as expected in production.
* Ensure data integrity to ensure that there is no data lost in between switching the components
* Providing post production critical warrantee support for 7 days.

**Environment:** TIBCO BW, TRA, TIBCO BC, EMS, RV, Oracle 10g, TIBCO Administrator, ADB Adapter, Siebel adapter, TIBCO Hawk, UNIX, Oracle Fusion SOA Suite (BPEL, ESB, OWSM), Oracle BAM, TIBCO Business Connect Protocols RosettaNet, Ezcomm

**NCR Corporation India Pvt. Ltd., USA Jun’05 – Apr’06**

**Project: Service Pricing Order Tracking (SPOT)**

**Role:** Software Engineer

**Description:** SPOT is a web-based application used by the NCR sales associates all over the world. This application is used by the NCR sales associates to finalize service/annuity quotes and orders for NCR’s customers. This is a complete automated application having all the features like auto billing, generate maintenance order form, generate e-quotes and orders for customers, calculation of sales person compensation, Contract Renewal etc. The application provides different user roles to all the sales associate. Based on the user role, associate will be able to see the screens on this application and perform related task. The application provides the functionality to create multiple versions of single quote having different discounts to finalize deal with the customer. SYSADMIN role has all the rights and access to all the screens in the application. The application has two modules i.e. SPT and SOT. The quote flow from SPT to SOT to become an order.

**Environment:** Jdk, Jdbc, JSP, Servlet, JMS, Oracle and WebLogic.

**EDUCATIONAL QUALIFICATION**

* **MBA, University of Pune, India**