



Shallini Ramanujam, PMP, CSPO, CSM, SAFe5 Agilist
Portfolio Engineering Director – Emerging Technologies
Chatbots, IVR, Blockchain, Full Stack, IOT, Dev Ops, & Cloud Projects
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CAREER SUMMARY

- **Technology Leader & Performance driven professional with 19.8 years** Industry experience, with proven track record of successful delivery of technology centric programs /projects specializing in Chatbot, IVR, Blockchain, IOT, Full Stack, Web applications, Micro services, Dev ops and Cloud skill set
- **5+ years' experience in Comms Media – Currently playing Tower lead / SPE Delivery Director** for Conversational Portfolio, Verizon Consumer group, with 200+ associates globally with annual 2024 Revenue ~ 11 Million USD– Contact Centre Apps, Chatbot Applications , Assisted Bots (Agent Bots), AI Agents, Gen AI applications, Voice Bots, IVR Applications , Genesys to Avaya Migrations with Niche skills like Google Dialog Flow, Avaya OD, Google Search API's, Spring Reactive, Casandra etc .
- Mentor and lead for 200+ IDE team members in **Verizon VCG 5G Space** – handling 5G Plans and Services, 5G programs like Tanglewood, Thunder, Disney perks, promos, 5G broadband setup, compass apps, router setup etc
- **Strong Technical Program/Project management experience & Certified PMP, CSM, CSPO, SAFe5 Agilist**
- **Responsible for Client engagement & growth** - Worked with Offshore Senior Directors, 7 Associate Directors and 12 Senior client managers business leads. Responsible for MBR 's with onshore and offshore client VP's, Delivering client centric solutions
- **Delivered Blockchain programs for Verizon Connected Solutions Group (CSG), as Blockchain Architect** leading Cognizant and Verizon teams from diverse skillsets. Handled development and Production support for multiple blockchain projects like Enterprise Migration of RMS system, Claims, Taxes and Dispute Management, Apple commissions and Supply chain Program for Samsung and 3PL
- **2+ years' experience in Banking** – JP Morgan & Chase as Blockchain Lead Architect leading key projects like Fleet Telematics and Auto Blockchain solution, Intraday Trading with JP Coin cryptocurrency, Automation for Blockchain Network Setup and Monitoring
- **6+ years leading Blockchain COE in Chennai** - Performing framework evaluations, preparing case studies, implementing proof of concepts, solution structuring for RFP, handling RFP responses, training full stack associates for Blockchain. handle client visits for multiple verticals in Chennai for blockchain requirements
 - Delivered Several Blockchain projects for Kaiser, MetLife, UPSC logistics clients
 - Presented Blockchain Use Cases in **IBM Hyperledger summit and Paris Blockchain Summit**
 - **Designed Blockchain syllabus** for Sathyabama University BE Computer Science course with Blockchain Speciality - 2023 batch
 - Participated as **Jury** for Blockchain and Security projects - VIVID 7.0 Intercollege Technical symposium conducted by SSN College of Engineering, Chennai
- **9+ years' experience in Healthcare** – Was the Delivery Lead, SME for Customer Communication Management projects, Program manager for US Healthcare Tricare Military program & Provider programs.
- Experienced in working in proposals, Solutioning, Agile Product Management, handling client visits
- Contributed to Outreach programs by delivering technical and leadership sessions

EXPERIENCE SUMMARY

Cognizant Technology Solutions India Pvt Ltd	July 2004 – May 2008	3.9 yrs	Associate - projects
	Sep 2009 – Present	15.10years	Designation: Principal Architect – Technology/Equivalent (Associate Director) Role: Portfolio Engineering Director

Key Skills:

- Technical Portfolio management
- Agile Project Management
- Client & Multi party Stakeholder Management
- Account Management
- Business Development
- Solution Architecture design for digital transformation projects
- Designing high performance, secure, scalable cloud applications
- Product/Technology evaluations, Creating Proof of Concepts
- Strong leadership & Team Player, detail oriented & proactive
- Avid learner and technically focussed

TECH CERTIFICATIONS

- Google certificate for CCAI
- Certified Metaverse Architect
- Certified DFi Architect
- Certified NFT Architect
- Certified Blockchain Architect
- Certified Blockchain Expert V2 (CBE v2)
- R3 certified Corda Developer
- OCWCD® ,SCJP®
- Gen AI certified from Cognizant
- AWS & GCP Cloud

EDUCATION

- Bachelor's Degree – BE, Computer Science, Madras University, graduated in 2004
- Holy Angels Anglo Indian Higher Secondary School – Std 12 - April 2000

CORE COMPETENCIES

- **CCAI Technologies** – Google Dialog Flow, Dialog flow CX, Agent space
- **Gen AI** : GitHub Copilot, Vertex AI, Google Gemini (1.5 Pro), Google Flash 2.0 Vertex DB, Playbooks, Generators, Google cloud platform, Looker, Gen AI testing
- **Architecture**: MVC, Event driven, Messaging, Batch, Cloud Native
- **Blockchain**: Amazon managed Blockchain, Hyperledger Fabric 2.2, Quorum 2.5 , Ethereum, R3 Corda, IPFS, Hashicorp, Vault, Amazon QLDB, Hyperledger Indy, Aries
- **Smart contract languages**: Java, Kotlin, Solidity, Go Lang
- **Blockchain integration layer**- web3j, web3js ,Nodejs
- **Blockchain Tools**: Truffle, Ganache, geth, remix, MetaMask, blockchain explorers like ethnet, ethstats, IBM Hyperledger explorer
- **Other Technologies**: Java 17, Spring Reactive, Spring Boot, Hibernate, Microservices, REST webservices, Batch, Spring 5, Swagger 2, LDAP, AD, JWT Token, API Security- Key Cloak, Containerization- Docker, Kubernetes, Graph QL, Redis caching
- **ORM Frameworks** - JPA, Hibernate , Ibatis, Mybatis
- **Build Tools**: Maven, Gradle
- **Databases**- MySQL, PostgreSQL, Mongo, Oracle, h2, Couch , Influx, Amazon Dynamo DB, SQS, Redis, NO SQL, Casandra,
- **Cloud platforms** - AWS, GCP
- **Tools** - Jenkins, Splunk, Grafana, SonarQube, Nexus, JFrog, Ansible, PMD, Cobertura
- **Other technologies** used for Security, Messaging, Caching ,Queuing and logging
 - Artifact Repository – Nexus, Artifactory
 - Code Repository - CVS, github, bitbucket
 - Code Analysis, Coverage - PMD, Find Bugs, Cobertura
 - Unit testing Framework – Junit using Mockito framework
 - Log Management - Splunk, log4j, New Relic APM, Prometheus, Grafana
- **Agile Project Management**, SCRUM, KANBAN, SAFe, JIRA
- Solid understanding of testing tools, UI technologies like React, Defect fixes for Blackduck, DAST, SAST

PROJECT SUMMARY (LAST 7 PROJECTS)

COMMUNICATIONS & MEDIA – VERIZON – VERIZON CONSUMER GROUP TOWER

PROJECTS:

Role: Portfolio Engineering Director / Delivery Director (Conversational Portfolio)

Team size: Cognizant - 200+

Locations: Chennai, Hyderabad, Bangalore, Pune, Kolkata, Bhuvanesar, Kochi, US

Service Lines: ADM, IDE, QEA, IOA, AIA, Moments, MDU

March 2024 till date

Projects & Programs Handled

Chatbot Applications – 100+ team – Delivered PAN India & US

- Customer Facing Chat- Orders, Billing, Military suspend, Upgrades, Bring Your own device, New Plans and Services
- Chatbot Change Plans and Add a line, Chatbot Sales- Enterprise programs, new perks and discounts , Sales, programs like Disney bundle, Youtube tv, HEET, Tanglewood programs got delivered without issues
- Integration with 5G digital flows, sales for new devices, exchanges, routers and supplementary devices
- Chatbot personalization
- My Verizon App, My Verizon Online, VIKI- Chatbot Search, Emerging Platforms
- North Star Architecture, Migration, Chatbot Analytics- Tracking production KPI,
- Agent Assist – Voice Assist, Messaging / Chat Assist
- Gen AI Integrated Personal Research Assistant integrated with Assist Customer Service app
- Gen AI – Playbooks for handling bill high, Order, supplemental questions.etc, building RAG pipelines, AI Agents

IVR / Contact Center Applications – 100+ team – Delivered PAN India & US

- **Genesys to Avaya Migration** – Large Migration program to migrate all Genesys and BAU apps to Avaya platform, convert all intent based voice bot flows to CCAI flows using Google dialog flows, migrate all Spanish templates to Avaya, Migration of BAU apps like Billing, troubleshooting, Authentication, Framework modules
25+ member team, program delivered over 2 years, Core Tech : Google dialog flow, Avaya Orchestration designer, Cyara , Spring reactive
- **Convo IQ (Conversational IQ)**- Generate CEO sentiment reports for the voice calls handled by Voice agents, detect high impact flows and issues and make necessary corrections and trainings.

10+ associates who worked along with VZ employees. Core tech: Big Query , EDW, Python, Spring Reactive, React JS, Selenium Automation

- **IVR Inbound and Outbound applications** – Customer facing CCAI Home, NRP (Routing portal), Workhub (CTI Apps) etc, Survey Hub, Home telephony etc
- **Omnivoice Platforms** – Handling Non prod and Prod environments, rehydration, alerts and monitoring, environment setup, handle weekly release management and change requests, Automations , Graphana dashboards setup, EKS etc

Roles and Responsibilities

- **Overall Delivery Ownership** of Conversational Portfolio – Emerging Tech - Chatbots, Agent bots , emerging Tech platform applications, IVR (Inbound, outbound, platforms), System of Records (SOR)
- **Technical Program manager** for Genesys to Google dialog flow & Avaya Migration
- Driven team for Gen AI (Google Gemini. LLM, Playbooks, prompt Engineering) and Skill up adoption (Spring Reactive Web flux, Cassandra)
- Focussed on building Product knowledge, building Client centric Vision
- Client management, Stakeholder Management, Account Management
- Responsible for **Monthly MBR** meetings with VP (onshore and offshore)
- Ensure Sprint **Delivery of ownership** ACTS without production leaks and good code quality
- **Weekly Vendor Governance**, Milestone Reporting, Onboarding
 - Flex 2.0 Adoption & governance with detailed reporting
 - Review Sprint planning Package with Scope commitment
 - Review Weekly Status Reports – JIRA Stories and Defects
 - Vendor Governance Reports- Agile metrics
 - Sub task utilization reports,
 - Backlog and prod monitoring reports
 - Sonar coverage reports
 - Product and vendor Scorecards
 - Review reports and highlights sent to Verizon VP + leadership
- **Ramp up and Team building** – Ensuring new talent is identified, screened, and positioned without any billing loss for all positions in Emerging tech and Omnivoice
- **SOW , Change Requests, new proposals** – Creation of Cognizant response documents, Change requests, Resource loading, Customer profitability and new proposal documentation
- **Type 1 Milestone approvals** – Ensure all SLA based documentation is provided, review calls with clients are completed , necessary approvals are received and submitted for invoicing in field glass
- **Director + Team connects** – Ensure necessary decks are prepared and contributions are summarized and presented for D+ connects
- **Team building:** Regular interaction with each ACT teams to analyze the team strengths, skill gaps and motivating the team to do better.
- **Reduced attrition by ensuring associates'** needs is also satisfied while giving them a proper growth plan
- **Building next in line leaders** to handle multiple ACTS, mentoring them for Client handling, project architecture, product understanding, upskilling and cognizant responsibilities
- Extensive SLA based delivery model, 100% Say do Ratios, < 3 Prod defects per ER
- **Large programs handled** – G2A Migration was one program which was on deep RED. Ensured planning and regular intervention, reporting to bring back the program on track. Though it had more EPS team, we had to face the client and ensure program with ala BAU components were migrated and new call flow applications were built and delivered with 80% throttling
- **Working on new rampups** for ACT 300 – Next gen IVR and 24/7 IVR prod and non prod model , New high visibility programs like ConvolQ
- **SME Building** – All towers are planned for leads, next in line leads and SME building to ensure flawless delivery
- **Sales & Pre-Sales**
 - Develop a deep understanding of the client problem statement and pain points
 - Provide fit for purpose recommendations with options demonstrating scales of mastery on the domain
 - Demonstrate expertise and forward looking thinking during client interactions
- **Program Management**
 - Provide guidance on budgetary, project, and program governance approach towards complex transformation programs
 - Help identifying risks and mitigation actions based on scope of work and solution choices
 - Delivery
 - Construct technical architectures across Development, Execution and Operations tenets for the engagement
 - Apply Well Architected principles defining and reviewing projects
 - Review and pro-actively prevent issues on complex and high-risk engagements
 - Intervene in recovering problem jobs in to minimize impact to client's business as well as our cost of poor quality
 - Engage clients in the capacity of being a trusted advisor while defining architectures, providing recommendations based on review or during project recovery
 - Platform Adoption and Subject Matter Expertise

- Provide deep technical know how to clients as well as internally within the Markets and Sales communities in terms of how our platforms can help them transform
- Help delivery teams to switch over from existing ways of working towards modern practices and help them implement these lever
- Help shape and define roadmaps for new platforms depending on client and market needs as technology evolves
- **Thought leadership:**
 - Engage with external analysts to position the Practice area expertise
 - Build point of views on new and emerging technologies and practices that enables us to stay ahead of completion
 - Lead presentations on thought leadership topics with senior client stakeholders during visits, QBRs etc.
- **Talent Building:**
 - Identify, train and mentor associates who are interested in following tech arch career path
 - Help in hiring of candidates for Tech Arch roles that we wish to staff on client engagements

Role: Blockchain Solution Architect & Cognizant Offshore Delivery Lead

Team size: Cognizant 18, Verizon: 20

Locations: Chennai, Hyderabad, Bangalore, Pune, US

All projects went Live successfully

1. JIT VCI Supply Chain Management – Blockchain Program (Jan 2023 – Jan 2024)

JIT VCI is a supply chain- Blockchain based solution for Verizon and its partners - 3PL and Samsung to track end to end life cycle of Samsung phones sold in Verizon Stores – including ordering, OEM delivery, Carrier shipment to Carrier loc and Sales of Samsung phones in Verizon Stores. The solution was originally implemented in SAP and is now migrated to Blockchain to improve the collaboration, near real time status tracking.

Responsibilities

- Solution conceptualization and design of JIT VCI Application, workflows, movements, dashboards
- Drive requirement discussions, Solution design, Design walkthrough , End to end Delivery ownership, UAT walkthroughs with Verizon and its partners
- Design of permissioned blockchain network for Verizon and its partners, setup of partner nodes, channels, orderers, setup channel/ endorsement policies, design and development of smart contract layer, blockchain integration layer, services, UI, events handling and messaging.
- Design of Apigee API gateway layer for api key authentication, redirection of proxy api's to cms, SSO & LDAP Integration for User management and security
- Deployment of application services (react UI , microservices, batch, sso components) in aws as kubernetes pods, nginx routing etc,
- Lead full stack team across multiple location (Chennai, Canada, US) for delivery (React, Full stack API development, DBA, Performance Testers and Functional Testers)
- Participate in Partner Integration testing, Application testing and contribute to business demos
- Project Status Reporting & JIRA tracking
- Engage with business & development team and resolve production defects
- Engage in joint development with Verizon India team for day to day deliverables

2. Apple Commissions Blockchain Solution (Jan 2022- October 2022)

Apple commissions is a blockchain solution designed to reconcile the payments and chargebacks for the Apple iphones sold in Apple stores with Verizon SIM and data services. The application has several dashboards to track the transactions status, reconciliation of Vision vs Apple and CCRS vs Apple data through reporting dashboards.

Responsibilities

- Drive requirement discussions, Solution design, Design walkthrough , End to end Delivery ownership, UAT walkthroughs with verizon and its partners
- Design of permissioned blockchain network for Verizon and its partners, setup of partner nodes, channels, orderers, setup channel/ endorsement policies, design and development of smart contract layer, blockchain integration layer, services , UI, events handling and messaging.
- Design of Apigee API gateway layer for api key authentication, redirection of proxy api's to cms, SSO & LDAP Integration for User management and security

- Deployment of application services (react UI , microservices, batch, sso components) in aws as kubernetes pods, nginx routing etc,
- Lead full stack team across multiple location (Chennai, Canada, US) for delivery (React, Full stack API development, DBA, Performance Testers and Functional Testers)
- Participate in Integration testing, Application testing and contribute to business demos
- project Status Reporting
- Engage in joint development with Verizon India team for day to day deliverables

3. NFT Solution for CSG Employees Rewards and Recognition (October 2022 to December 2023)

Proof of concept was developed for CSG Employees rewards and recognition. the awards and points were provided as NFT tokens which would reside in Employee wallets, The awards would be redeemable, points shared with other employees or points can be used at Verizon stores. The Award can be shared in social media sites and hall of fame (VZ Wall)

- Solution conceptualization and design of NFT based Rewards and Recognition solution using Hyperledger Besu, ERC 720 and ERC 20 contracts
- Completed the MVP in 6 weeks
- Presented the same to CSG leadership and Verizon HR

4. RMS Migration, Claims, Tax and Dispute Management System (Jan 2020 – Dec 2021)

*Receivable Management system was migrated to new age Claims management system with enterprise technology migration, redesign of process flows to ensure faster claim processing there by reducing disputes with vendors. The solution was designed in Blockchain to ensure transparency, instant visibility of immutable data in Blockchain system, auto rejection of invalid claims, faster processing by Claim analysts and reduction in rebuttals. Separate portals were developed for Partners & Claim analysts. The claim 360 information is provided for quicker processing of claim data
The Claims, Tax processing system was developed for 2k+ small / medium partners, Larger partners – Lumen and ATT*

Responsibilities

- Solution conceptualization and design of Blockchain enabled claims management system for 2k+ partners
- Drive requirement discussions, Solution design, Design walkthrough , End to end Delivery ownership, UAT walkthroughs with verizon and its partners
- Design of Highly available, fault tolerant, scalable cloud-based solution architecture for claims intake, processing, resolution, adjustment, billing integrations and handling rebuttals
- Design of permissioned blockchain network for Verizon and its partners, setup of partner nodes, channels, orderers, setup channel/ endorsement policies, design and development of smart contract layer, blockchain integration layer, events handling and messaging.
- Design of Apigee API gateway layer for api key authentication, redirection of proxy api's to cms, SSO & LDAP Integration for User management and security
- Deployment of application services (react UI , microservices, batch, sso components) in aws as kubernetes pods, nginx routing etc,
- Migration of RMS data (Claims and Collections processing product) and components to new platform (Claims Management Systems), Oracle to AWS Aurora Postgresql migration
- Create a unified platform for Claim Analysts to handle two major partners and small and medium partners (2k+)
- Lead full stack team across multiple location (Chennai, Canada, US) for delivery (React, Full stack API development, DBA, Performance Testers and Functional Testers)
- Engage in joint development with Verizon India team for delivery of Partner Portal, Infosys team for migration of receivable management system
- Other activities include Digital consulting, constructing solution responses for RFP's, Estimations, recruitment of technical team etc

BANKING & FINANCE – JP MORGAN & CHASE

PROJECTS:

5. Blockchain based Intraday Repo & JP Coin

Developed for Leading Banking Client (JP Morgan and Chase)

Role: Blockchain Technical Lead Architect

Team size: 15 | Locations: Chennai, Kolkata, US | Feb 2020 – Dec 2020

Hosted Env: RHEL 7, PICO (Client Data centre), Prod Status: Live

- Implemented a blockchain-based platform for Intraday trading of assets and collaterals. Repo buyers, sellers, cash agents and collateral agents will participate in trading. Trading application uses JP Coin digital cryptocurrency for exchange of cash tokens. Application went business live on Dec 15 2020 with trades equivalent to 4 Billion and 500 Million.
- Developed a Participant onboarding application developed in Java stack.
- Users for the legal entities were created through user management app , Setting up of roles and realms configured through Keycloak identity management application.
- Repo application was developed in node.js and comprises 5 microservices – repo backend, signer, broadcaster, nounce, orchestrator. Repo UI was built in Angular 7
- Hashicorp key management solution was used for storing private keys of legal entities so that any private transactions can be signed using keys stored in hashicorp instead of physical server
- Integration with JP coin systems for mint, issue, redeem of cash tokens. Used Kafka as a messaging platform
- Design of high available system with primary and secondary nodes , synchronization of data between the nodes for Disaster recovery purposes.

6. Blockchain + IOT telematics based solution for Auto Finance lending

Role: Blockchain Technical Lead Architect

Team size: 15 |Locations: US, Chennai, Pune, And Kolkata| Jan 2019 – Jan 2020

Hosted Env: RHEL Linux on premise servers

- Implemented a Blockchain & IOT enabled application for Auto financing for Car dealers for performing remote digital audits for collaterals in dealer location based on real time Telematics tracking information from cars fitted with Telematics devices (in On-board diagnostic ports), geo location tracking using cars location coordinates, reconciliation of payments, digitizing and creation and approval of floorplans for lending multi hierarchy of mega dealers and sub dealers financing requests
- Application was developed using Quorum 2.2.5. Private Blockchain network was setup between Bank (network coordinator and multiple dealers). Each node have their private and public keys to access their nodes and transaction manager (tessera) for performing private p2p transactions
- Docker based setup for hosting multi node quorum network hosted in AWS EC2 servers
- Each vehicle in the network was identified as Non fungible token ERC 721 token with asset ownership, transfer & life cycle capabilities
- Smart contracts for Vehicle (Asset) on boarding was written in Solidity. Smart contracts will run automatically when any transaction is initiated and perform authorization, business validations and determining transaction finality
- RAFT – Leader Node based consensus protocol was used for determining transaction as final so that blocks can be added to ledger
- User interface developed in Angular, Service layer using Spring boot , integration using REST web services
- Vehicle Geo location tracking using Google maps API, angular api was used to draw circular and polygon geo fence coordinates from dealer location.
- Application authentication and authorization using Key Cloak Integration & token management
- Hashicorp Software vault for key/ Secrets management used for storing Tessera Keys (Transaction manager for Quorum)
- Application was developed with private raw transaction capability to ensure key signing happens outside blockchain
- Tessera log monitoring using Splunk and Grafana Db (log events captured using Influx time series database)
- Public and Private Peer to peer communication using RPC calls.
- Communication Exchange between the nodes & events using Notification Smart contracts written in solidity
- Integration with Telematics provider hosted in cloud , store raw events in Mongo, process alerts and notifications based on events data
- Remote Audit documents were maintained in IPFS (Interplanetary file system) and the hash was stored in blockchain
- Use cases implemented were Participant Join request, Participant on boarding, Authentication and Authorization module, Quorum Network creation with admin roles, Network management, Node management, Node addition, Smart contract deployments. Partner nodes will be able to view the Network dashboard and network status.

HEALTHCARE - KAISER

7. Blockchain based proof of concept for Health rewards Solution for healthcare Client for wellness program

Role: Blockchain Technical Lead Developer

Team size: 10 |Locations: Chennai| June 18 – Dec 18

- Implemented a blockchain-based application & associated UI to visualize loyalty rewards program. An employee buys a wellness service from wellness service provider, the activity is logged into blockchain and the service provider verifies the

same. The employee receives rewards for such activities since blockchain ensures authenticity of activities in a trustless environment enabling the process of token claims transparent and efficient.

- Setup a private blockchain network with Network Admin node and its third-party service providers nodes
- User Interface developed in Angular 7 with REST Integration
- Service layer developed in Node js and Rest, swagger was used for API documentation
- Authentication was based on LDAP Integration, JWT Token management was used for security
- Blockchain Integration was developed using Quorum Adapters and Rest API
- Enabled P2P sharing of Health rewards token, exchange of tokens with peers , conversion of tokens to loyalty points
- Managed token management lifecycle using ERC 20 tokens.

Other Assignments included in Annexure.

ANNEXURE

Blockchain– Technology Evaluations [June 18 – till date]

- Proof of concept for NFT's & wallets
- Hashicorp Vault Implementation for Tesserra
- Splunk Setup for Tesserra logs monitoring
- Grafana dashboard setup using Influx DB (Time series DB) Integration for Monitoring Tesserra logs
- Oracle Blockchain Platform Evaluation
- Amazon QL DB Evaluation – Append only database with deletion protection for centralized data management
- Amazon Dynamo DB Evaluation
- Quorum Permissioning
- IBM Hyperledger 1.4 Evaluation
- Hyperledger Explorer setup
- JWT Token management
- KeyCloak API integration for Application Identity management
- Implementation of Private Raw transactions –Quorum
- Quorum Explorer Setup – Setup of Ethstat, creation of custom explorer using RPC API calls.
- SAP Leonardo Hyperledger managed blockchain platform - Performed poc with SAP + blockchain integration for holding loyalty points for Electric Car charging LCFS points calculation & redemption

RPA Digital Consulting, Healthcare Payer Account, June 2018

- Business process reviews, Automation Opportunity assessment
- Client & BPO team Integration for impact analysis
- SOW preparation, Team on boarding

Project Delivery Manager, Healthcare Payer Account, July 2015 to May 2018

- Delivered multiple Java based projects with several Middleware / workflow tools Integration in Communication portfolio related to letter generation, job workflow using Open Text Command Center, HP EXtream tools, Talend modules for Address Hygiene & Incremental loading, Print Compliance, Electronic delivery, Legacy / PEGA application Integrations, Order & approval Portal, Order Exception processing, Integration with several vendors like USTS, UPS, Right Fax for Assured Delivery of PRINT, SMS, Email, Network print functionalities etc. Peak team size managed – 30
- Handled multiple types of Fixed Bid/ T&M projects - Modernization, Application development, Data center migration, bundled Fast Track Minor Enhancement projects in Waterfall, Incremental, Agile methodologies
- Delivered multiple projects in Communications track in military program with team size ~ 10+ FTE. Project included development of Exstream applications for generation of customer communications, Integration with upstream applications using SOAP web services, spring batch & JMS for job workflow management, Integration with several vendors like IBM Silverpop, Right Fax, HALL for SMS, Email, Fax, print assured deliveries.
- Delivered Large Provider Termination Unit Program with Rev~1.5 M with FTE Size 40+
- SME and Change Owner for 80+ applications developed in Customer Communications Portfolio related to medical management, Call center Integration, Letters/ Cards/ pre Enrollment/ Post Enrollment Kits generation, Reports, Bills, Claims etc.
- Dev Ops Implementation for Customer Communications Portfolio and Federals services Tricare portfolio
- Used Dev ops tools like Jenkins & Hudson for Continuous Integration, Deployment, Nexus for Artifact repository, SVN for code versioning, Splunk for log management

- Handled end to end delivery of projects –Project proposals, Requirements tracking in JIRA, project estimations using complexity point and UCP, Design Reviews, Code reviews, resource onboarding, training, Defect and Risk management, Audits handling, Project Status reporting, delivering projects on time with good code quality, Work Order/ SOW preparation, Revenue forecast, budgeting and invoicing
- Implement best practices to improve team performance and productivity
- Showcase Innovation, Value Additions and Contributions from team

Project Lead, Healthcare Payer Account, Sep 2010 to June 2014

- Managed development of close to 80 applications in Communications Portfolio
- Applications developed were Bills, ID cards, CMS regulatory letters, Checks, EOB, EOC, RA's, Pharmacy letters, Pre/ Post Enrolment Kits, Self-Serve, OCOE Portal etc.
- Delivered Several Key Business critical and compliance projects like SBC [Small Business group], AZ Migration, AZ Medicaid, ACA [Affordable Care Act], DUALS, Medical Migration etc.,
- Responsible for planning, Scope management, Design, Task Tracking, Execution, QA Support, UAT Support & Implementation of nearly 80 applications in Output COE
- Was handling Offshore development team with peak team size close to 30 members
- Worked on several project Estimations, Technical Design, Design and Code Review, Internal training and knowledge transition, Unit and Integration testing, Implementation Planning etc.
- Developed data layer design [Enterprise Customer Master] for Recipient Address and Transactional Data.
- Developed several modules like Address Cleansing, Incremental Batch jobs, Job Workflow management, Setup application workflows, approval workflows, Integration with print, Fax, SMS vendors for Delivery, Archival of letters using Apache SOLR, Job Notifications, Letter delivery, Status tracking using Web Portal.
- Worked with 20+ upstream and downstream applications for Application Integrations and 5+ Vendors for achieving Multiple delivery channels for delivery of customer communications
- Close Integration with Production support for transitions, handover, critical tickets fixes, technical issues resolution, Open enrolment projects support, ME assessments etc

Senior Web Developer, Healthcare Payer Account, Sep 2009 to Sep 2010

- Developed Java based Web Portal with several applications like Quoting, Registration, Plan selections, Referrals, Claims, Enrolment, Billing, Medical Questionnaire, Call Center Integration applications, Enterprise Service Bus, Transaction repository, Communication application Integrations in HN WEB application for Broker/ Member/ Employer/ Provider Web portals
- Analyze use cases and prepare UCP Estimations based on use cases.
- Interact with client to gather the requirement & clarifications in Design, preparation of prototypes and implementation of projects.
- Developed the web application UI using Struts, GWT framework, EJB for business logic, SOAP Web services for Integration between modules. The static content was placed in Interwoven
- Automated & scheduled the builds using Lint build. Code was deployed in web logic application server in Solaris Environment.

Java Web Developer, Logistics Account, July 2004 to May 2008

- Developed several Enterprise Java based Web applications for Logistics Client like Box Detention Application, Customer Profile Web Application, Invoice generation, Acceptance Process [SNAP], Freight Bill Inquiry, Online Payment Resolution, E Manifest Archive etc.
- Analyse requirements in use cases and work on detailed design documentation
- Developed the Presentation layer, Service layer, Business logic, Data Access Layer and Application SQL
- tuning of existing applications using IBM Wily Reports
- Designed the system with OOAD methodology using various design patterns like factory method,
- Singleton, Façade, Adaptor etc.
- Created Export to Excel functionality using Apache Excel POI, Created JUnits for server side and business logic testing
- Used Gentran Integration Suite, Middleware tool for processing EDI data, Translation services for
- data mapping and several adapters for data push, pull and B2B mail communications