

# Hemant Mishra

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## PROFESSIONAL SUMMARY

- Over 10 years of experience in System Analysis, Design and Development, Production Support, Maintenance.
- Out of 6+ years experience in application support projects ( L2/L3)
- Extensive experience in Weblogic Administration with expertise in installation, configuration, troubleshooting, Performance Tuning, and deploying applications in production environment.
- Provided 24/7 on-call support for production, strong team player, good analytical skills.
- Strong experience in Web Development and Mobile application development using android and ionic.
- Strong experience in Java, SQL, UNIX for L2 and L3 support.
- Extensive experience in Incident, Problem and IT Change management.
- Strong debugging and troubleshooting skills.
- Provided the end user communication for critical issues like service delays/disruption with ETAs. Daily system and application health checks are performed to ensure the smooth running of the application. Handling user queries related to reports, daily job schedules/Database management and providing the solutions within the specified SLAs.
- Managed team size from 4 to 15 resources offshore and onshore.
- Good experience in software engineering, best practices across the development lifecycle, including agile methodologies, coding standards, code reviews, source management, build processes, testing, and operations.
- Proven track record in Delivery, Quality process, Operational and Team management.
- Strong capacity to communicate and coordinate with individuals across all levels of an organization and cultures, from customers to senior executives.
- Trained in Sales force (SFDC) with Live Projects training.

## TECHNICAL SKILLS

Languages	Angular, Java, PL/SQL, SQL, HTML, CSS,node.js
Tools	Eclipse Juno, Toad 12.1, Citrix Meta frame, Android Studio, Visual studio code, Cordova
Framework	Spring, Hibernate
Database	Oracle 9.1, Oracle 10g,MySQL
O/S	Windows, Solaris 9,Android
Middleware Technologies	Weblogic 10.3
Ticketing Tools	Remedy, HDFS ticking tool, Bridge Clarify 10.1
Continuos Integration Tools	Jenkins, Hudson
Software Build Tools	Ant, Maven
Version Control Tools	SVN, ClearCase
CRM	Salesforce.com (SFDC)
Domain	Telecom, Supply Chain & Logistics, Banking, Finance, Healthcare

## EMPLOYER DETAILS

Duration (Years)	Organisation	Role
Nov 2015 to Till Date	Freelancer	Freelancer
Feb 2012 to Oct 2015	IBM India Private Limited, Pune	Technical Lead
April 2008 to Jan 2012	Flexituff International Limited, Pithampur, MP	Assistant Manager

Dec 2007 to July 2008	HCL Technologies Limited, Chennai	Technical Lead
May 2006 to Sept 2007	A3TL, Mumbai (Client : Tech Mahindra Ltd)	Software Consultants

## PROFESSIONAL EXPERIENCE

**Organization** : Freelancer  
**Project** : DoctorOnCall & AmbulanceOnCall  
**Environment** : Windows 10, Angular 8, MySQL  
**Tools** : Android Studio

**Description** : This application "DoctorOnCall" provides all customers to make request through mobile application and get assigned nearest doctor for their request for doctor home visit. All doctors and hospital owners get registered through this application and we provide all hospital facility through one application

### **Responsibilities:**

- There is existing code in place and involvement into review and probably changes to fit where the current environment is heading.
- Involved in maintenance of the website and DoctorOnCall & AmbulanceOnCall application.
- Involved in Unit Testing and Implementation. Tested the application on various Android devices.
- Provided support to Live environment, UAT, Development environments.
- Proactively monitored Admin Panel and performed all operations as Delete and Update.
- Used Android content providers for implementing features like sending E-mails, SMS, etc., from the app and designed suitable GUI for this application.
- Provided 1-on-1 technical support via email and on-call support to customers in 24x7 environments.
- Managed the project both in terms of people as well as technology.
- Involved in leadership role taking over the project and eventually hiring and mentoring others.
- Worked with Higher Management i.e. Manager and CEO to provide updates on daily basis.
- Co-ordinations with other team i.e. tally caller team, sales team and marketing team.
- Involved in designing social features and integrating social networks also involved in working on digital marketing of products.

**Project** : School Bus Tracking System  
**Environment** : Windows 10, Angular 8, MySQL  
**Tools** : ionic cordova 8

**Description** : This application School Bus Tracker is a simple application created to help you ensure your children's safety. In this project it will continuously send text SMS to the user containing longitude and latitude of location of school bus. Once user or parent receives the SMS, then by using those data and Google maps the user could easily track the bus. By routing and scheduling process school management will be able to figure out the distance each bus travels, recognize stops where students are being picked up, how long until it arrives and even number of students remaining in the bus. And also this will enhance operational efficiency and saves money.

### **Responsibilities:**

- There is existing code in place and involvement into review and probably changes to fit where the current environment is heading.
- Involved in maintenance of the website and School Bus Tracking System application.
- Integrated location based services using Google Maps API to display nearest locations.
- Involved in Unit Testing and Implementation. Tested the application on various Android devices
- Provided support to Live environment, UAT, Development environments.
- Proactively monitored Admin Panel and performed all operations as Delete and Update.
- Used Android content providers for implementing features like sending E-mails, SMS, etc., from the app and designed suitable GUI for this application.
- Provided 1-on-1 technical support via email and on-call support to customers in 24x7 environments.

- Managed the project both in terms of people as well as technology.
- Involved in leadership role taking over the project and eventually hiring and mentoring others.
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**Organization:** IBM India Private Limited, Pune  
**Client:** Airbus, Express-Script Inc, US (Formally known as Medco)  
**Role:** Technical Lead / Application Developer  
**Duration:** Feb - 2012 to Oct - 2015

**Responsibilities:**

- Working as a lead for one of the projects running under Compliance AML – Tech area, where we are building an automated solution and tool for creating suspicious customers' cases and alerts.
- Involved in working on Level 2 tickets on HDFS (Help Desk Field Service) ticketing tracking tool.
- Involved in providing HDFS cases status on daily status call.
- Providing release management support as a primary release manager for contact center and voice technology, tracking projects from entry into the release through deployment.
- Involved in creating and implement Change Control.
- Involved in capturing SQL from database to work on Support tickets.
- Client and users interaction.
- Troubleshooting and resolved application issues escalated from end users.
- Involved in leading the team for ticket assignment and ticket resolution.
- Involved in providing tickets status on daily status call with clients.
- Participated in Innovation and Ideas Initiative at account level.
- Played role in the Development Team for sept'13 release in the development related to adding modules in the Benefit Administration Application.
- Client, stake holders calls Interface.

**Organization:** Flexituff International Limited, Pithampur (MP)  
**Client:** In-House Development  
**Role:** Assistant Manager  
**Duration:** Aug 2008 to Jan 2012

**Responsibilities:**

- Participated in the design and development
- Implemented account management system and reporting modules using JFC-Swing
- Developed Java classes that provide JDBC connectivity to the application with a Oracle database.
- Having database experience using Oracle, SQL, PL/SQL, Stored Procedures, Functions, Exception Handling, Constraints, Triggers, Index, Views and Inline views.
- Involved in Development of the applications through Oracle using PL/SQL created Tables, cursors and SQL Queries.
- Incorporating Changes in the existing modules.
- Writing Test Case Plans and Execution.
- Testing and Implementation.
- Support/Maintenance.

**Organization:** HCL Technologies Private Limited, Chennai  
**Client:** British Telecom, UK  
**Role:** Technical Lead for Application Support  
**Duration:** Dec 2007 to July 2008

### **Responsibilities**

- Providing application support, technical and functional support from Finance and Telecom Services.
- Manage the project both in terms of people as well as technology as Application owner.
- Plan and conduct Functional and Technical training programs for the team.
- Prepared the project plan for the respective transitions and worked with the functional management and Transition teams in preparing the Statement of Work (S.O.W.) and resource planning for the transitions.
- Evaluating the process and level of Knowledge Transfer through stringent Quality Gates as a standard of the company and obtained sign-off on successful completion of transition from the Vendor.
- Facilitated and drove conference calls through the Clarify setup on Clarify ver9 for the above-mentioned business.
- Was single point of contact for these businesses and drove/handled transitions post launch through a hyper care period.
- Prepared project plan and allotted tasks to members of team.
- Organized and scheduled fixes and managed the effort across the resources available.
- Involved in daily, weekly and monthly calls with Vendor, Customer and stake holders.
- Quality processes compliance and documentation.
- Performed Service Management activities like as Change, Release, Incident, and Configuration Management in Application Support Group.
- Active participation in Internal Recruitment and Coordination with the downstream application teams.
- Responsible for creating, managing and deploying automation scripts on production servers to minimize resource efforts.

**Organisation:** A3TL, Mumbai (Client – Tech Mahindra, Mumbai)  
**Client:** British Telecom, UK  
**Role:** Software Consultant  
**Duration:** May 2006 to Sept 2007

### **Responsibilities:**

- Understanding the existing Project design and code components.
- Investigation and identification of issues reported in the Live/Test Environment of OR-CVF and the interfaces between OR-CVF and other systems hosted and supported by the OR-CVF ASG (Application Support Group) especially when they are code related.
- Maintenance and Support using Bridge Clarify 10.1 Tool for production(Live) Servers
- Installation of Weblogic 8.1 SP4, B2B cyclone Interchange on Solaris 9.
- Creation and configurations of WLI (Weblogic Integration) and WLS (Weblogic Server) Domains as per BT standards.
- Complete interfacing of Web Logic JMS Bridges with MQ (Messaging Queue)
- Release and deployment activities on Test and Production server as per BT standards.
- Attended IVVT (Independent Verification and Validation Testing) and LAT (Live Acceptance Testing) Daily testing calls to resolved issues and CVF Status calls.
- Established entire setup for Open Reach EAI HUB environment that consists of four web logic server domains and six web logic integration domains on Test Environment.
- Responsible for management of CVF Web Logic Environment at HUB and B2B. Dealing with complete administration of four Web Logic Server Domains and six Web Logic Integration domains at HUB on production environments.
- Resource and Team management and facilitate all project status meetings.
- Application testing and bug fixing.
- Client, stake holders calls Interface.

- Managing processes and documentation.
- Performed Service Management activities like as Change, Release, Incident, and Configuration Management in Application Support Group.
- Ensuring adherence to defined Quality Assurance Processes.
- Establishing assessment criteria & assessing performance of team.
- Deployment Of Patches, releases in WLR3, LLU Environment of BT.
- New BT Test environment Building.
- User Creations on UNIX, setting the User permission, Space Monitoring , Support for Environmental Issues
- Taking feedback from the users and improving the service & support.

## PERSONAL DETAILS

<b>Education</b>	PG in Commerce, DAC from C-DAC
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<b>Email Address</b>	thehematmishra@gmail.com
<b>Marital Status</b>	Married
<b>Passport Status</b>	Yes