Durga

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PROFESSIONAL SUMMARY:

- I have 5+ years' Experience in **Software Industry** of Web Designer & Applications specializing in working with **Java,J2EE, HTML, CSS, JavaScript, spring Boot, Micro services** Significant experience in designing Responsive Web Design(RWD).
- Worked as a **Software Engineer** at **Infosys from (Jan-2020 to present)**

TECHNICAL PROFICIENCY:

- Worked as part of COE for Central cloud migration in Fidelity investments.
- Good knowledge of Jenkins, Concourse.
- Good Knowledge of **SSO** patterns.
- Experience in working with **Spring Boot** and **micro service Architecture.**
- Good Knowledge of **Networking, security** and **load balancing** for applications.
- Implemented Caching solutions like **Ehcache**, redis.
- Good **Debugging** skills of applications.
- Strong knowledge in implementing OO concepts, Multithreading, Collections and Exception handling in Software Projects.
- Good working knowledge in Developing Web based Applications by using REST and spring framework.
- Good working knowledge in developing web based Responsive applications using HTML5, CSS3, and Bootstrap.
- Good experience in using JDBC concepts for Database interactions.
- Experience in using Oracle, SQL Server and Cloud database servers.
- A very good team player with excellent Communication, Interpersonal, Analytical skills.

PROJECT#1

Title	:	**Aetna Integrator/RxBor-USA**
Client	:	CVS Health Corp
Tools/Technologies	:	Java, spring, Oracle, IBM MQ, Tidle, ITIL, Weblogic, Service now, Sonarqube, Nexus, Checkmarks, Windows10, Angular
Team Size	:	8

Description :

Aetna Integrator is an application which acts as bridge between Aetna and CVS to send all the Group and Member eligibility information to CVS in helping CVS adjudicate the pharmacy claims. Once these claims are adjudicated by CVS, adjudicated claim information is sent back to RxBor application to maintain pharmacy claim book of record (RxBor).

The Aetna Integrator processes accomplish the processing of Member Eligibility and Group Eligibility Feeds to CVS. The Project implementation goes with reading input data which can be in the form of input file or input messages placed on message queues. Aetna integrator processes the input and applies some business logic implementation, and then loads the processed data into pre-defined database tables. The data captured in this tables are furthered processed and output files are created to be transferred   to   CVS.

Responsibilities:
- Ownership of day-to-day operations and delivered quality output to business.
- Taken care weekly calls, Monthly Governance calls and CSAT Survey calls with customers
- Keeping a track of batch jobs for their successful completion.
- Troubleshooting and fixing the issues reported by Business/consumer's.
- Worked with cross-functional teams to solve complex issues(P1,P2) through MIM calls(Major Incident Management)
- Worked as SPOC for handling customer escalations
- Taken care CAB Meetings, Quality activities, BCP activities, DR activities(Disaster Recovery)
- Taken care new applications transition from AD/Engineering Team and also discuss about pending issues/Release activities and the proposed release dates.
- Worked on Break Fixes, upgrade activities, enhancements, vulnerability management activities through SRE methodology
- Responsible for ensuring that all incidents, Service requests, Problem Management tickets were resolved with in SLA's defined
- Participated in Infra upgrades checkout to verify there was no impact on the application.
- Provided mentorship and support to team members for addressing technical and functional challenges and taken care event-based and message-driven distributed systems
- Taken care shift Rota Preparation and weekend activities (releases/Maintenance)
- Performed GAP analysis of team, post that walkthrough knowledge-based sessions (Techinical+Process) for the support teams on the scope of productivity improvement, teams' growth and project cost savings.
- Taken care organizational activities like Resources hiring, Resources performance reviews, trainings for new resources and resource carrier development plans.
- Driven automation of repeated production issues and manual activities
- Involved in preparation and maintenance of run books
- Implemented changes to the production support process as per business requirement.

PROJECT#2

Title   :   **Aetna Quoting Center-USA**

Client   :   CVS Health Corp, USA
Tools/Technologies   **:**   Java, JSP, Struts, JDBC, Oracle, Tidle, ITIL, Service now, Weblogic, Windows10 , Angular
Team Size   :   8

Description   **:**
AQC (Aetna Quoting Centre) is a application used by underwriter to create a quote and purchase for employer with certain number of employee. Having different tool where they can design and estimate plans and design documents as required. Main Consumer of AQC is CPQ application which is salesforce based. The main modules of application are as below,
- AQC main application - used for customizing and purchasing in quote, followed by case installation.

PDT application - used for plan design and document generation. PET application - used for plan estimation and rate calculation. IRVV application - used for rule validations. EMA and E-Proposal application - used for document design and document generation.

Responsibilities

- Coordinated with multiple teams to understand the root cause and provided optimum resolutions of the issue
- Troubleshooting and fixing the issues reported by Business/consumer's.
- Resolved escalated issues from business as per SLA's with quality expectations.
- Taken care of break fixes, upgradation, Job's migration activities
- Documented of findings related to Technical and Domain solutions
- Prepared KB articles(Knowledge based), it helps to resolve issues quickly
- Handled weekly calls, Monthly Governance calls with customers.
- Worked as SPOC for Customer Escalations.
- Upgrading the application certificate's on yearly basis.
- Responsible for ensuring that all incidents, Service requests, Problem Management tickets were resolved with in SLA's defined
- Implemented changes to the production support process as per business requirement.
- Prepared Shift Rota's and taken care Weekend activities (Release/Maitenance)
- Taken care CAB Meetings, Quality activities, BCP activities, DR activities(Disaster Recovery)
- Worked with cross-functional teams to solve complex issues(P1,P2) through MIM calls(Major Incident Management)
- Taken care new applications transition from AD/Engineering Team and also discuss about pending issues/Release activities and the proposed release dates.

PROJECT# 3

Title	: HBOS DIMS Symphony BPMS BAU Support
Client	: Lloyds Banking Group plc, UK
Tools/Technologies	: Java,JSP, EJB, Web services, WAS, Oracle10g, Angular
Team Size	: 6

Description :

This BPMS platform is intended to provide a common hosting environment for all HBOS divisions to deploy their business processes and subsequently provide common Services such as document management, case management and work allocation. Each division in HBOS has many business processes for their functionality which may or may not be well defined. BPMS platform is an environment or platform which can be used by all divisions to deploy and execute their business processes. During the life cycle of a case from its initiation till its closure the case goes through or interacts with different components/applications including BPMS. As part of the BPMS platform, there are a number of Services that are exposed to the consumers.

Responsibilities :

- Involved in defect's fixing
- Involved in conference calls
- Created /resolved new incidents
- Handled the customers according to their requested mails.
- Understanding customer requirements and exceed their expectation

DECLARATION:

       I hereby confirm that the information given above is true to the best of my knowledge.