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Professional summary:

IT Professional with 8+ years of exceptional project management skills, proven ability to effectively plan, coordinate, and meet deadlines of multiple projects, goal oriented, customer focused and committed towards the successful completion of the project.
Skilled in designing, planning and directing projects using current industry approaches. Has the ability to bridge technology and business goals to provide productive solutions. Able to quickly adapt with the new emerging technologies

Professional information:

Working as **Principal Software Engineer** in **First American India,** Bengaluru, India

- ➢ Extensive knowledge in Banking and Financial services as well as Title, Escrow, Mortgage and Real estate data solutions.
- ➢ Responsible for monitoring the production servers, scheduled jobs, incident management and receiving incidents and requests from end-users, analyzing these and either responding to the end user with a solution or escalating it to the other IT teams.
- ➢ Participate in all stages of the product development process, including designing, building, and testing. Also create useful tools such as internal software to automate key processes or platforms where customers can send inquiries and reviews.
- ➢ Consult with users, management, and technical personnel to clarify business issues, identify problems and suggest changes/solutions
- ➢ Deal with product issues firsthand, they can readily suggest overall product improvements, such as features that customers want. Ideally, they should also proactively evaluate engineering processes and provide recommendations to increase efficiency
- ➢ Working Knowledge of AppDynamics, F5 Load Balancer & ServiceNow.
- ➢ Key member in Cloud migration from on-prem business applications to AWS Cloud

Worked as **System Analyst** in **National Bank of Oman,** Muscat, Oman

- ➢ Building and supporting multi-tier Web-based and Windows applications using Microsoft technologies
- ➢ Technical Analysis for the development and enhancement of online Banking Application System (RIB / CIB/ B2B)
- ➢ Managing the production support activities of the applications implemented in Oman & UAE in NBO
- ➢ Also involved in enhancing and supporting other In house developed back office applications (Legal System / SER System)
- ➢ Gained high level of finance and industry knowledge which is really more important when it comes to provide technical solutions for the applications.

TECHNICAL SKILLS:

Framework	: **.Net Framework 4.0/4.5**
Programming Languages	: **VB.Net, C#.Net**
Web Technologies	: **ASP.Net, WCF, Web services, XML**
Databases	: **SQL Server 2008 / 2014, SSRS, PL/SQL, MongoDB**
Development Tools	: **Visual Studio, MS SharePoint Designer 2013**
Operating System	: **UNIX, Windows, AIX**
CMS	: **Sitecore**
Scripting languages	: **Java Script, VB Script**

OTHER SKILLS:

Cloud Computing Services	: **Amazon Web Services**
Middleware	: **IBM Web Sphere MQ, AKANA, TIBCO**
Version Control	: **Team Foundation Server, Visual Source Safe**

PROFESSIONAL EXPERIENCE:

> **Key Responsibilities handled:**

- Performing real time support, coordination with core team to resolve application issues through root cause analysis.
- Responsible for software implementation, drafting and designing test plans and UAT with users
- Performing real time support, coordination with concern team to resolve application issues through root cause analysis.
- Conducting in-depth requirement analysis in coordination with the business team.
- Responsible for user application, desktop and IT infrastructure support .
- Responsible to ensure service continuity on business days and to maintain system health
- Supporting SFTP/FTP Connectivity related problems
- Incident Management, Problem Management, Change Management
- Knowledge in monitoring tools such Splunk, Solarwinds or similar tools.
- Providing all level support for Retail, Corporate Internet Banking & Mobile Banking.
- Handling real time support for CBOMAN & CBUAE Applications like ICCS: Image Cheque Clearing System, DDS: Direct Debit System, FTS: Fund Transfer System and WPS: Wages Protection system
- Supporting in house developed Symphony, a tailor-made application for Telex transactions, Customer maintenance, ATM/Card Maintenance etc.
- Acting as the key member of team in deploying the flagship projects UAE-Oman Corridor Project, CRM and CIB-WPS integration project.
- Playing a pivotal role in the implementing the upcoming CBUAE projects Purpose code implementation and VAT Implementation in Channels.
- Database Installation, configuration, backup and restore activates of MS SQLServer 2008-2012
- Implemented Business to Business System for Govt. organization.
- Implemented Offer publishing module (corporate and retail customers echo) system to publish the ongoing or upcoming offers.

- Knowledge in core banking application Misys Equation in IBM AS/400 platform
- Supporting general banking Applications like SWIFT, CLOS, Back office, SMS Banking
- Responsible for Email and SMS Modules content management.

PROJECT SUMMARY:

BANKING AND FINANCIAL SERVICES PROJECTS

➢ **FAST - First American's core Title and escrow transaction system**
   ROLE   : Principal Software Engineer **TEAM SIZE**: 10 **DURATION**: 20 Month
First American Title Insurance Company provides comprehensive title insurance protection and professional settlement services for homebuyers and sellers, real estate agents and brokers, mortgage lenders, commercial property professionals, homebuilders and developers, title agencies and legal professionals to facilitate real estate purchases, construction, refinances or equity loans "FAST is First American's core title and escrow system run worldwide on one single database instance which is used across the company with almost 40k users and of course it generates the 80% of the company revenue .

➢ **Wage Protection System**
   ROLE   : Technical Consultant **TEAM SIZE**: 3 **DURATION**: 6 Month
Wages Protection System is a windows service which was one of the projects from Central Bank of Oman (CBO) is a fully integrated and centralized solution for collecting, storing, and providing the data about payments of employee wages made through bank transfers. Salary given to employees will be submitted as an electronic file and this file will be stored, manipulated, validated, and send to CBO through communication channels such as Active MQ. Sending and receiving payment files through channels will be taken care of by this WPS system.

➢ **Migration of Credit Card Management System**
   ROLE   : Technical Consultant **TEAM SIZE**: 3 **DURATION**: 3 Month
- Performed Gap Analysis to understand the gaps in data and any impact due to data changes
- Developed the Conversion Implementation Strategy documenting a framework to ensure the highest quality conversion with minimal impact to the client and business operations
- Summarized the Planning, Testing, and Execution of the end-to-end conversion process to ensure the complete repatriation and conversion.
- Resolve conflicting priorities and manage relationship between various stakeholders, offshore & on onsite vendors and other impacted areas

➢ **Legal Management System** in ASP.NET 3.5, VB.NET, SQL Server 2008
   ROLE   : Technical Consultant **TEAM SIZE**: 3 **DURATION**: 6 Month
   Legal Management System is a comprehensive legal case management application featuring all the essential elements of a quality Law Practice Management Solution. The Legal Management System revolves around the Case, Client, and Contacts databases. From these three screens, you can control and work every Legal Case that is taken by the Law Firm / Law Department of any organization. The system is integrated with Microsoft® Excel which ensures familiarity to integrate past legal information into the application. All Client details are available at the click of a button.

➢ **Service Request System**
   ROLE   : Technical Lead **TEAM SIZE**: 3 **DURATION**: 3 Month The Service
Request System is used to request new services from Financial Management and Legal Division Services and to request changes to existing services for all bank staff.

OTHER PROJECTS

Done Various Web based and Windows based projects with the previous positions, some of them are mentioned below,

- ➢ **Clad me** in ASP. Net 3.5, C#.Net, SQL Server
  ROLE : PROGRAMMER, MODULE LEAD **TEAM SIZE**: 5
  DURATION: 2 Year

Clade me is a "Visual Personalization Engine" built to create mass personalization of e-tailor product displays and provide a way for shoppers to see how they look on a product. clad Me takes the guessing out of shopping and shows the shopper how they look on them.

- ➢ **Greene desk paperless management solutions** in ASP.Net, C#.Net, SQL Server **ROLE** : PROGRAMMER, MODULE LEAD **TEAM SIZE**: 5 **DURATION**: 1 Year and 9 Month

Recreation Center trainers and members are the main roles. This Project contains many types of desk. They are Sales Desk, Fit Desk, Swim Desk, Childcare, Group-PT, Bookings, etc. Sales Desk
- Capture leads more effectively, automate your teams follow up process and increase your sales conversions! Fit Desk - Create and track member workout programs electronically and attack member retention from all angles! Swim Desk- the Swim Desk system is an innovative solution for managing swimming lesson assessments and improving student retention! Care Desk- Childcare Bookings-Paperless management of enrolments, bookings, and attendance.

EDUCATIONAL DETAILS:

B.E. Computer Science Engineering from Anna University
(Sri Venkateswara College of Engineering and Technology, Tamil Nadu, India)

ACADEMIC RECORDS:

B.E. (Computer Science.)   - 71.00%
H.S.C (XII)   - 75.41%
S.S.L.C. (X)   - 78.00%

PROFESSIONAL EXPERIENCE:

Title	Organization Worked	From Date	To Date
Principal Software Engineer	First American India, Bengaluru, India	Sep 2018	Till Date
Sr. System Analyst	Technosoft Corp, Bengaluru,India	March 2018	August 2018
System Analyst	National Bank of OMAN SAOG Muscat, Sultanate of Oman (Deputation/Contract)	June 2016	Jan 2018
Software Engineer	Haliscape Business Solutions Pvt Ltd, Chennai, Tamilnadu, India	Sep 2012	June 2016