**Arpit Khandelwal**

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**Summary**



I have a total 16+ years of experience in Mainframe Technologies. Good understanding of SDLC process (Waterfall and Agile methodology - Kanban).

* Performing the design, coding, testing, implementation, and ongoing support of application software directing and/or facilitating the collection and definition of functional and technical requirements with appropriate project stakeholders.
* Assist Post-delivery support and troubleshoot current mainframe environment.
* Analysing COBOL-DB2-CICS programs using JCL and VSAM files, to find the root cause of the issue.
* Maintain and develop online and batch applications programs. Debugged both Online and Batch programs (using XPEDITOR and CICS programs using CEDF), when needed to detect, diagnose, and eliminate errors in a program.
* Build small useful utilities using CLIST/REXX to save time.
* Good communication skill in understanding the requirements from Business Analysts.
* Solid analytical, problem solving, and communication skills.



**Skills**

**OS:** - z/OS, OS/390, MVS, Windows, Mac.

**Mainframe tools**: - TSO, ISPF, COBOL, JCL, VSAM, DB2, CICS, IBM utilities such as IEBCOPY, IEBGENER, IEFBR14 et cetera. ISREDIT (Edit Macros), DFSORT (INCLUDE, OMIT, INREC, OUTREC, OUTFIL), ICETOOL, CLIST, REXX, CA7 commands, QMF, SPUFI, XPEDITER, FILE AID, FILE MANAGER, ENDEVOR, CHANGE MAN, SCLM, TWS, SAR, Z/OS services through Z/OS connect, ISPW,

**Agile**: - Scrum

**Query Language**: - SQL, SQL functions.



**Learnings**

HTML, CSS, Java script, FTP, VBA Macro, Microsoft Office, Teams, Git hub, Jenkins, Service Now,

VS Code, Python, Numpy, Pandas



**Professional Experience**

**Mainframe Developer,** 02/2023 to current – Humana, Louisville, KY – Hybrid.

Worked on SPAP automation, new / existing services to load product / display product details using zo/s connect to mainframe.

**Responsibilities:**

* Having Daily standup meeting with scrum master and offshore on a daily basis.
* Handling onsite queries, as and when asked.
* Working on development and production issues.
* Using Azure tool, for tracking purpose.
* Using COBOL, JCL, DB2, and CICS for the development.
* Using Zo/s connect tool (CICS web service) to connect .net with mainframe.

**Mainframe Developer,** 08/2022 to 01/2023 – Avis Budget Group, Parsipanny, NJ – WFH (Lynchburg, VA).

Joined Adjustment team, and perform few activities related to Toll and Parking tickets.

Later, joined reporting team and performed activities as an onsite lead.

**Responsibilities:**

* As a team lead, attending design and planning team on a weekly basis.
* Having meeting with offshore on a daily basis.
* Handling onsite queries, as and when asked.
* Working on small production abend, and taking care of releasing few manually held jobs.
* Running an excel macro and performing few adjustments after, and finally validating it on Avis portal.

**Team Lead (Mainframes),** 7/2019 to 08/2022 – World pay from FIS, Indore, India - WFH.

Working as a team lead of RAFT (Real time automated fund transfer). RAFT is an in-house payment processor - online application capable of handling millions of transactions per second. It is a payment processor between merchants and the networks.

**Responsibilities**:

* As a team lead, assigning tasks to team members during the start and while on the shift.
* Taking care of incidents and coordinating with team members.
* Taking care of miscellaneous tasks such as preparing monthly roster, traffic routing during VeriFone maintenance.
* Preparing an activity sheet which includes the duties of all the team members during the month. Activities involve monthly report generation, sending status email, shift handover status email etc.
* Coordination with upper management and sharing information with the team members.

**Mainframe Developer,** 1/2015 to 7/2019 - Pacific Life, Lynchburg, VA (client).

Implementing Insurance products on Cyberlife products from scratch involves a complete SDLC/Agile process from gathering business requirements to deploying the product code into the production.

**Responsibilities**:

* Worked on Trad/UL/VUL/ISL products as well, and was involved in determining the root cause of the issue, and fixed it within the stipulated time frame.
* Completing JIRA request - using COBOL, JCL, VSAM, and DB2 to develop and implement work requests.
* Participate in sprint planning, grooming sessions and daily scrum meetings.
* Develop, extract data using SQL queries, COBOL, DB2.
* Onshore team lead: point of contact between clients and offshore, and coordinating with offshore on various tasks on a daily basis.
* Collaborating with their team members to identify and fix technical problems.
* Performing the unit testing, system testing, integration testing, and QA testing for all requirements.
* Delegating tasks and achieving daily, weekly, and monthly goals, provide pre and post-deployment support, work and assignments to team members.
* Analyse Project requirements and conduct technical design discussions with project stakeholders.
* Liaising with development teams with changes, debugging issues, triage sessions, and with testing and testers in analysing, writing test case scenarios.
* Analysing existing operations and scheduling training sessions and meetings to discuss improvements.
* Makes project goals their own and uses their skills and expertise to inspire a sense of shared purpose within the project team.

**Programmer Analyst Professional**, 8/2011 to 12/2014 - CNO Financial, Carmel, IN (client).

Worked on product CK4 (previous version of Cyberlife products). Supported closed business from bug fixing to production support. Monitored nightly production cycle.

**Responsibilities:**

* Onshore lead: point of contact between clients and offshore, and coordinating with offshore on various tasks on a daily basis.
* **CK4 is a closed business, and I was involved in production support as well as run time queries requested by the client.**
* Promptly delivered work requests by utilizing COBOL, JCL, VSAM, and DB2 to develop and implement work requests.
* Tested, verified, and logged all requests (functional) requested by client, before applying them to production.
* Acknowledged and resolved high priority issues.
* Create a log of all the production queries.

**Associate Programmer**, 8/2007 to 7/2011 - The Hartford Financial Services, Hartford, CT (client).

Build project from scratch, which involved issuing of policy up to claim processing. Implemented Large Grain (LG) Product, involving COBOL and VSAM from end-to-end.

**Responsibilities:**

* Solved complex, high priority, and critical assignments which had shorter delivery times and which were complex in nature.
* Led team, demonstrated ability to guide and mentor on functional, operational, and technical activities.
* Working from offshore; responding to onshore leads about the status, on a daily basis.



**Education**

* Completed MBA for Working Executives, in Operation and Supply Chain and Applied Finance, from NMIMS Mumbai, India, in 2021.
* Completed graduation (Bachelor of Engineering, B.E.) in Computer Sciences, from Institute of Engineering & Technology, DAVV Indore, India, in 2007.



**Certifications**

* Certified Scrum Master (CSM)
* Associate, Life Management Institute (ALMI) - LOMA
* Associate, Customer Service (ACS) - LOMA
* INS - 21, 22, & 23 - Property and Casualty Insurance