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| **The U.S. Job Duties**  Vishal Bhardwaj, Assistant Manager – Software  March 2017 |
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**Version**

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| **Date** | **Version** | **Author** | **Description** |
| March 2, 2017 | 1.0 | Vishal Bhardwaj | Initial Draft |
| Month DD, 2017 | 1.1 | Asma Doni | Reviewed and completed |
| Month DD, Year | 1.2 | Charudatt Garud | Re-reviewed and sent to attorneys for review |

**Reviewed By**

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| **Date** | **Name** |
| Month DD, Year | Swarup Tamhane |

# **United States Job Duties**

As Assistant Manager – Software, Mr. Vishal Bhardwaj will implement SyneMobile tool for Synechron’s client, Asurion. He will continue to lead the efforts for this project and will advise in the design, development, enhancement, and implementation of Synechron’s SyneMobile tool based on the inputs received from the client. He will be responsible for creation, execution, and maintenance of the application. In addition, the position is responsible for the complete setup and configuration of the entire system as per the client’s requirements.

In performing his duties, Mr. Vishal Bhardwaj will continue to utilize his specialized knowledge and understanding of the tool, development standards, custom interfaces, modules, automated builds and the relationship between various components of Synechron’s SyneMobile tool to perform impact analysis to better suit client’s requirements and accelerate client success and competency.

Specifically, Mr. Vishal Bhardwaj will continue to perform the following duties and responsibilities:

* **U.S. Duty 1**: **Using** **SyneMobile Tool – Architectural Design Analysis & Module planning - 20% of daily work time**

**Specialized Knowledge:** Mr. Vishal Bhardwaj will utilize his advanced level of specialized knowledge to make decisions related to the architectural design analysis for new changes and enhancements. This is followed by module planning that can be - plug in of any new interfaces or components with the system, revamp of the existing components of the tool, addition of any new modules in the system, analysis of alternative solutions and possibilities, and any other changes for adapting the system to new requirements.

* Specifically, this will require him to perform architectural design analysis, design feasibility study and checks from the requirements provided by the technical analysts. For SyneMobile tool implementation to utilize his specialized knowledge of the tools’ architecture to provide solutions for new clients in insurance domain. This needs sometime for tool to redesign some components or change some configurations. It involves identifying list of complex business scenarios or importance of a particular functional area to be enhanced.
* Create high-level plan to break down the whole development process into various modules and modules into components that includes - design entire system architecture, phase-wise development approach & deliverables, work flow creation, data modelling, data storage and object serialization. This further includes effort estimation in person days to develop selected modules, use cases, automate builds, timelines, tools, licensing & environments used, test data, etc.
* This duty will also require him to use that knowledge to design and create a virtual environment to simulate real business scenarios. He used his knowledge of SyneMobile tool to generate the advanced tech support-related end-to-end functional test scenarios, test data, and its performance, to further expedite its simulation and accuracy with actual case of customer base.

* **U.S. Duty 2:** **Using** **SyneMobile Tool – UI Design and new branding - 30% of daily work time**

**Specialized Knowledge:** Mr. Vishal Bhardwaj will utilize his advanced level of specialized knowledge of SyneMobile tool to create and redesign the existing application modules which includes creation of the components of the modules. This requires specialized knowledge of each of the modules to manage changes related to components. Mr. Vishal Bhardwaj would also be engaged in creation and optimization of dynamic business workflows for SyneMobile tool. To perform such analysis and optimize business flows requires specialized knowledge in tools’ workflows. The duty will include these tasks-

* Perform impact analysis and feasibility study followed by design for changes to this tool and work with the development team on redesigning.
* Design required use case and workflows for the tools’ architecture and customize modules as per business requirements.
* Customize and enhance the whole user interface, fine tune existing naming standards, and optimized UI properties.
* Implement version control to keep track of the ongoing development process and better design of relational database architecture
* **U.S. Duty 3:** **Using** **SyneMobile Tool – Setup, configuration and implementation of Telemetry reporting mechanism, advanced tech support and value add services - 40% of daily work time**

**Specialized Knowledge:** Mr. Vishal Bhardwaj would utilize the SyneMobile tool’s knowledge to setup and configure the client’s system into the production environment and optimize workflows and implement all the modules available in the tool as per the need. He will be taking care of the end to end application development so that the newly implemented system meet the business requirements and objectives. Mr. Vishal Bhardwaj will also be engaged verifying the reports generated by automated tests, analysing the failures, and finding the solutions for such failures. Mr. Vishal Bhardwaj will be utilizing his specialized knowledge of SyneMobile tool for load balancer that involves providing the precise system resources that will be sufficient to serve the end users with expected load criteria. He will also take care of design and creation of database objects like stored procedures, Db Engine, etc. The following are some of his responsibilities-

* Setup of Load Balancer systems and server configurations for production and other non-production environments.
* Setup of required machines, devices and environment for automated test execution.
* Customize error handling, logger, and debugger components and configure utilities and plugins to enhance SyneMobile tool as per the requirements.
* Create checklist for all required plug-ins needed for automatic generation of the build for the new system, basic network and configuration for hosting the server.
* Analyse the changes and enhancements required to setup telemetry server and its implementation.
* Customize the advance technical support module as per the clients’ business rules and policies.
* Customize the knowledge based module resulting into generated articles as per the clients’ branding.
* **U.S. Duty 4:** **Training - 10% of daily work time**

**Specialized Knowledge:** Mr. Vishal Bhardwaj will provide trainings to the following team members in the use of the redesigned tool, and will divide his time equally among them:

Mr. Vishal Bhardwaj will impart his knowledge to the local Synechron Team working onshore. As SyneMobile tool has been developed at offshore; knowledge to onshore team has been limited. Going forward, there will be a need to educate more people on the tool to leverage its usage and on boarding of new clients and products easily.

* Mr. Sagar Ekbote, who is employed by Synechron. He will be trained on the following modules of the SyneMobile tool – cloud data backup, and its related test cases.
* Mr. Sachin Naik, who is employed by Synechron. He will be trained on the following modules of the specialized SyneMobile tool – device protection, security, health monitoring and recovery along with its automated test cases.
* Mr. Ashok Dudhade, who is employed by Synechron. He will be trained on the following modules of that tool: advanced technical support and live chat feature.
* Mr. Carlos Danna, who is employed by Synechron. He will be trained on the telemetry/data analysis and KIA (knowledge based value add) modules of the tool.

Even though Mr. Vishal Bhardwaj will be assigned by Synechron to work on a project at Asurion’s facility in San Mateo, CA, he will continue to remain an employee of Synechron, and will be supervised by Synechron. Mr. Vishal Bhardwaj will report directly to his onsite manager, Mr. Vishal Patel, whose title is Senior Manager – Software on daily basis. Mr. Vishal Bhardwaj, will communicate with the employee daily through emails and calls.