Vishnu Jaganathan

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- An analytical software developer expertise in Java and IVR technologies possess around 9 years of experience IT industry, involving in all phases of the Software Development. Lifecycle (SDLC) including analysis, requirement gathering, database design, development, enhancements and maintenance in various domains such as Retail and Healthcare.
- Well versed in call flow development and implementation in technologies like Core Java, JSP, Servlets, Spring Boot, Hibernate, Node, React, VXML, PHP, JavaScript, Perl, Web Services, Agile Methodology and Dev Ops process.
- Proficient in all phases of Software Development Life Cycle (SDLC) including Requirements gathering, Analysis, Design, Reviews, Coding, Unit and Integration Testing.
- Experience in SDLC, Object oriented analysis/design, MVC (Model View Controller) architecture for developing applications using Spring Web MVC, JSP, Servlets, Java Beans and JDBC.
- Experience in DevOps Engineering in automating, building and deploying of code within different environments
- Good knowledge in CI (Continuous Integration) and CD (Continuous Deployment) methodologies with Jenkins
- Well versed in the Dev Ops process and tools like Git, Ansible, Jenkins, Docker, Kubernetes, JIRA.
- Proficient in Object-Oriented Design Development (OOAD) and integration of complex enterprise and web-based applications using IDEs like Eclipse, Edit Plus, Text Pad, IBM Eclipse, My Eclipse and Spring Tool Suite
- Experience in tools like SOAP UI, Postman, OATS and JMeter
- Good experience in Exception Handling, Debugging and tracing by which the whole picture of application runtime can be seen and analyze more efficiently.
- Solid hands on experience with version control systems like CVS, SVN, and GIT for providing common platform for all developers.
- Solid background in Core Java, Exception Handling, Multi-threading, Synchronization, Serialization, Collections framework, Thread pools.
- Skilled in project documentation and requirement analysis.
- Excellent communication skills both written and verbal with the project stake holders both technical and non-technical.
- Executed project specific business discussions with customers, requirements gathering and daily status updates to client
- Handled a 9-member team and leaded them towards the success of all the projects.
- Good Leadership Quality and motivational skills.
- 3+ years of work experience with clients at onshore and coordinated with offshore to get effective deliverables.
- Positive attitude person, quick-learner and excellent team player.
- Detailed and organized, ability to provide best results under pressure.
- Dedicated and commitment to provide better results.
- Excellent problem-solving skills with strong technical background and good interpersonal skills.

Technical Skills

Programming Languages	Java, JSP, Spring Boot, Hibernate, Node JS, Web Services
Scripting Languages	JavaScript, Linux/Unix Shell Scripting, Perl, PHP, YAML
Web Technologies	React , VXML, HTML, XML, CSS, JSON, AJAX
Stylesheet	XSLT
Database	MySQL, Informix, SQL Server, MongoDB
Operating System	Windows, Linux/Unix
XML Technologies	XML, XSLT, XPATH, DOM
IDE	Eclipse, IntelliJ, NetBeans, Visual Studio Code

Version Control	SVN (Apache Subversion), CVS, Git, GitHub
Other Tools	Maven, Log4j, JIRA, SOAP UI, Postman, JMeter, ServiceDesk, ServiceNow, Junit
Methodologies	Agile, Waterfall, SCRUM, Rapid Application Development
Dev Ops tools	Docker, Kubernetes, Jenkins, Ansible, Git, JIRA
Application/Web Servers	IBM WebSphere, Oracle WebLogic, JBoss, Apache Tomcat
Web Services	SOAP/WSDL, REST, JAX-WS, OAuth2.0
Cloud	Microsoft Azure, AKS

Awards and Achievements
- Completed SAFe Advanced agile scrum master certification program.
- Got multiple **Hats Off** award from the WEST client for the extraordinary support in the project.
- Identified as an **Outstanding performer** in 3 consecutive appraisal cycles.

Educational qualification
Bachelor in "Electronics and Communication Engineering"
Mahendra Engineering College

Current Employer
UST Global, Bentonville, AR

Project Experience
EVENT HORIZON, Sam's Club Home Office, Bentonville, AR
- Simple, Secure, High Performance Event-based messaging delivery solution to connect and manage business events across all of Sam's Technology.
- It is the foundation of the central nervous system that generates reactive architecture used to bind together data solutions into a single seamless developer experience across the organization.
- Universal messaging system to support communications between all Sam's Tech Products, Real Time Event Triggered Framework.
- Support immediate business and system decisions without delay using publish-subscribe, request-reply models.
- Secure Sharing of Data and routes Events from Any Source to Any Destination
- Speed to Market and Security of Data in Transit
- Language and Platform neutral.
- No Manual Effort to manage Events or Subscriptions, High Volume of Events – 26K Events Per Second.
- Subscriber traceability and accessibility of data.

Roles and Responsibilities:
- Developing client libraries in Java and Node to integrate with the NATS account server to support the Event Horizon clients.
- Writing JUNIT test cases to the code coverage of up to 80%.
- Create Restful API services to expose the client Id's and the subscription list from the database.
- Take ownership of a story from the product backlog and deliver it within a sprint
- Work in Agile methodology and actively participate in all scrum activities like sprint planning, sprint demos, daily stand-up meetings and sprint retrospectives
- Deployment of the application in Dev, and Stage Azure Kubernetes Service (AKS) instances.
- Preparation of use case document and the technical document for the client libraries.
- Supporting the existing clients that are using Event Horizon.

Environment: Java 1.8, Spring Boot, Node, React, JSON, Git, Docker, Kubernetes, AKS, Jenkins, Restful, Junit, JIRA, Agile, NATS messaging library, GitHub, Maven

CVS EXTRACARE, Omaha, NE

- CVS ExtraCare sends deals to the ExtraCare card, track extra bucks rewards and update account information.
- CVS currently has over 80 million active ExtraCare customers, however only 16 million are engaging with personalized offers.
- CVS is currently engaging these customers through a multitude of channels including email, direct mail, web, app, push, etc., but not SMS. CVS is partnering with West to deploy personalized offers for ExtraCare via the SMS channel.

- This project will focus on building an SMS application for ExtraCare customers. CVS will use West's systems, mostly as a pass-through platform.
- Near real time inserts will be used for all incoming and outgoing communication between CVS and West.

Roles and Responsibilities:

- Developing server-side services using Java, spring, Web Services (SOAP and Restful) for integrating with external systems
- Used SOAP UI client tool for validating the input parameters.
- Take ownership of a story from the product backlog and deliver it within a sprint
- Work in Agile methodology and actively participate in all scrum activities like sprint planning, sprint demos, daily stand-up meetings and sprint retrospectives
- Preparation of technical design document.
- Perform quality review of code using find bugs tool.
- Project Status, review comments and iterative deliverables are tracked in JIRA.
- Review functional & technical design documents, code and deliverable
- Agile methodology and deployment through Ansible, Jenkins and code is maintained in Git.
- Collaborate with developers and performance engineers to enhance supportability and identify performance bottlenecks.
- Deployment of the application in UAT, Stage, and Production systems.

Environment: Java 1.8, VXML, XML, XSLT, PHP, JSON, Spring Boot, Node, React, Informix, SQL, Git, Ansible, Jenkins, Eclipse, SOAP, Restful, Apache Web Server, WSO2, JIRA, Agile.

CVS AOOR – CVS pharmacy automated outbound order refill, Omaha, NE

- CVS Pharmacy is a subsidiary of the American retail and health care company CVS Health, headquartered in Woonsocket, Rhode Island
- Refill Reminder application (a.k.a. AOOR) will send outbound refill reminders to CVS customers, via Voice or SMS, who have refills available on select medications or who have 0 refills remaining or expired refills
- CVS will send us the input batch file with the customer records, we process the file and validate the records and check the CVS API to see the refills remaining and offer the drugs to the customers either in Voice or in SMS depends on the enrollment.
- A spring boot application runs in background checks if the customer gave the response for the initial blast message, if not it will send a reminder in the configured set of time.
- Reports will be sent back to the CVS for each record, these reports are generated using Perl scripts.

Roles and Responsibilities:

- Developing server-side services using Java, spring, Web Services (SOAP and Restful) for integrating with external systems
- Used Java KeyStore extensively for securing the application certificates and Master Keys
- Used SOAP UI client tool for validating the input parameters.
- Solution verification, Issue tracking and build deployment in UAT and Production environment
- Take ownership of a story from the product backlog and deliver it within a sprint
- Work in Agile methodology and actively participate in all scrum activities like sprint planning, sprint demos, daily stand-up meetings and sprint retrospectives

- Preparation of technical design document.
- Daily scrum and iterative deliverables are tracked in JIRA.
- Agile methodology and deployment through Ansible, Jenkins and code are maintained in Git.
- Deployment of the application in UAT, Stage, and Production systems using CI/CD process

Environment: Java 1.8, VXML, XML, XSLT, PHP, JSON, Spring Boot, Informix, SQL, Git, Ansible, Jenkins, Eclipse, SOAP, Restful, Apache Web Server, WSO2, JIRA, Agile.

CVS ORRTS – CVS PHARMACY ORDER READY RETURN TO STOCK, Omaha, NE
- CVS Pharmacy is a subsidiary of the American retail and health care company CVS Health, headquartered in Woonsocket, Rhode Island
- ORRTS (Order Ready Return To Stock) provides Voice/SMS calls to patients that have prescriptions ready to pick up at the CVS pharmacy. Patients will receive an original Order Ready voice call that are then followed up by Return to Stock calls if patient has yet to pick up their prescription from the pharmacy.
- If patient is enrolled in Order Ready SMS and receives an Order Ready Message and neglects to pick up their prescription from the pharmacy they will receive Return to Stock.
- CVS will send us the input batch file with the customer records, we process the file and validate the records and check the CVS API to see the refills remaining and offer the drugs to the customers either in Voice or in SMS depends on the enrollment.
- A spring boot application runs in background checks if the customer gave the response for the initial blast message, if not it will send a reminder in the configured set of time.
- Reports will be sent back to the CVS for each and every record, these reports are generated using Perl scripts.

Roles and Responsibilities:
- Develop API call using SOAP and RESTful web service to interact with external systems.
- Used Postman client tool for validating the input parameters.
- Take ownership of a story from the product backlog and deliver it within a sprint
- Worked with encryption/decryption of customer sensitive data
- Work in Agile methodology and actively participate in all scrum activities like sprint planning, sprint demos, daily stand-up meetings and sprint retrospectives
- Preparation of technical design document.
- Daily scrum and iterative deliverables are tracked in JIRA.
- Agile methodology and deployment through Ansible, Jenkins and code is maintained in Git.
- Deployment of the application in UAT, Stage, and Production systems using CI/CD process.

Environment: Java 1.8, VXML, XML, XSLT, PHP, JSON, Spring Boot, Informix, SQL, Git, Ansible, Jenkins, Eclipse, SOAP, Restful, Apache Web Server, WSO2, JIRA, Agile, Genesis Voice Platform.

Boston globe – employee shift schedule application, Boston, MA
- The Boston Globe is an American daily newspaper founded and based in Boston, Massachusetts
- Objective of this project is to develop an IVR system to the Boston Globe employees to play their shift schedules.
- It is a multilingual application which plays the system in English, Spanish, and French.
- Employee will call the application and input his/her employee ID as input and system will validate the user and plays the schedule information accordingly.
- System will collect the feedback from the employee and store in a database and provided web to generate various kinds of reports.

Roles and Responsibilities:
- Developing server-side services using Java, spring, Web Services (SOAP and Restful) for integrating with external systems
- Extensively used Array List, Hash Map, Tree Set and other Collection classes for concurrent application
- Used Postman client tool for validating the input parameters.
- Developed Restful web services to interact with backend database and get the required response.

- Review functional & technical design documents, code and deliverable
- Perform analysis and troubleshooting of system defects and issues in the production environment
- Participate in the application design and code reviews.

Environment: Java, VXML, XML, JSON, Spring Boot, Hibernate, Informix, SQL, Git, Eclipse, SOAP, Restful, Apache Web Server, WSO2, JIRA, Agile, Holly Voice Platform.

UHG – United healthcare, Omaha, NE
- UnitedHealth Group Inc. is an American diversified managed health care company headquartered in Minnetonka, Minnesota.
- UnitedHealth Group offers a spectrum of insurance products and services through various operating businesses & brands.
- UHG sends the callers agreeing to a survey to this IVR. From here, we will transfer them to a UHG agent. Upon completion of the agent conversation they will perform the survey.
- We offer surveys for UHG callers and get responses from them and provide them various kinds of reports
- Adding/modifying the functionalities of the existing applications and creating new applications based on their requirement.

Roles and Responsibilities:
- Develop features like application flow, SOAP XML parsing and validation, report generation.
- SOAP/WSDL based web service development, testing, deployment and implementation
- Deployment of the application in UAT, Stage, and Production systems
- Perform analysis and troubleshooting of system defects and issues in the production environment
- Day to day status review and tracking
- Participate in the application design and code reviews
- Has been responsible for fine tuning of application for performance

Environment: Java, XML, XSLT, PHP, JSON, Spring Boot, Informix, SQL, SVN, WSO2, JIRA, VoiceGennie platform.