**V. VIJAYARAGHAVAN**

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**IT PROFESSIONAL**

Architect/Lead ▪ Analysis ▪ Design ▪ Development ▪ Maintenance ▪ Reports & Metrics ▪ Release Management

**Professional Snapshot**

A proactive person with over 13 years of experience in **Java/JEE** and related fields with dexterity in identifying & adopting emerging trends to achieve organizational objectives and profitability norms in the industry.

* Proficient on the concepts of **Design Patterns**, **Web Services**, **EJB**, **REST**
* Good knowledge in **Core Java**, **Java Swing** and *Object-Oriented* concepts
* Have good knowledge on **CI/CD** Processes and **PL/SQL**
* Experience in *leading a team* of 5-7 members
* Honed *analytical*, *problem solving* & *adaptability* skills

Having USA B1 Visa

**Professional Dossier**

|  |  |  |
| --- | --- | --- |
| **Duration** | **Company** | **Designation** |
| Since Dec-2015 | Optimum Solutions Pte. Ltd. (*for Standard Chartered Bank*) | Sr. Project Lead |
| Mar-2010 to Oct-2015 | Verizon Data Services India (P) Ltd., Chennai, India | Senior Architect |
| Sep-2008 to Mar-2010 | Emerio Globesoft Pte. Ltd., Singapore (*for Citibank*) | J2EE Consultant |
| Apr-2007 to Aug-2008 | Wipro Technologies, Chennai, India | Software Engineer |
| Feb-2004 to Apr-2007 | Kumaran Systems (P) Ltd., Chennai, India | Software Engineer |

*Worked as a Computer Science Instructor at Little Holy Angels’ Mat. Hr. Sec. School, Chennai. (Jul 2002 – Feb 2004) [Non-IT]*

**Recent Projects**

**Standard Chartered Bank**

**CORPORATE BANKING**

**Client Onboarding and Life-Cycle management**

* Initiate Onboarding process for the possible Prospects having a Customer Relationship ID.
* Perform Due Diligence process part of Onboarding.
* The application unifies the process of Prospect till Client Conversion with due-diligence process followed based on location/country specific policies and constraints pertaining to nature of Clients’ business and related attributes.
* This is mainly used by the Relationship Managers who manages client portfolio of accounts and transactions related to it.
* Has various workflow of events handled from Relationship Managers to Country of Business Head in the onboarding process.
* Data synchronisation process is available to sync the data between Prospect, Client Due Diligence, Credit Verification (Credit Mate) and Customer Identification modules.

**Technologies Used**

* JDK, REST, JMS, OSGi, Multithreading, JBOSS Fuse, Oracle, PL/SQL, OPA, SOAP, Spring, JPA, GIT, JIRA

**Citibank**

**RETAIL BANKING**

**Customer Care Application for Credit Cards**

* Single application unifying all the different modules/systems related to Credit Card customer care users.
* All related applications used by Customer Care people are unified to a single platform.
* Reduces swivel chairing of the customer care users to handle Customers’ queries.
* Efficient Customer Care; Enhanced Customer experience.

**Technologies Used**

* JDK, WebSphere, DB2, PL/SQL, PVCS Version Manager

**Verizon**

**TECH TABLET**

**Field Service Tech Application – Retail and Enterprise Customers**

* Application for provisioning the requested services by the Customers.
* Has the inventory of components and utilities needed for service provisioning.
* Has tools to initiate diagnostics after provisioning.
* Has troubleshooting options when the technicians are handling Customer tickets.
* Integrated with purchase order and billing for on-premise buying for Customers while the Technician is at the premise.

**Technologies Used**

* JDK, REST, JMS, EJB, Threads, WebSphere, Oracle, PL/SQL, SOAP, JIRA, GIT

**CUSTOMER ORDER MANAGEMENT**

**Workflow management for Customer Orders**

* Customer places orders (telecom service requests) through online, customer care, outlets and self-help kiosks.
* The application receives and routes it to different systems based on the order.
* Handles all the workflow events and tracks and reports the same to various stake holders.
* Initiates billing after provisioning and manages the bill cycles.
* Handles post-dated activities based on the order specifications.
* Initiates REMEDY action if there is any fault in the workflow process, say provisioning, activation etc.
* Handles close to 100K customer orders (Installation, Change, Disconnect, Suspend/Restore) per day.

**Technologies Used**

* JDK, JMS, EJB, Threads, WebLogic, Oracle, PL/SQL, SOAP, JIRA, GIT

**Roles Performed**

**Architect/Lead**: Lead a team of 5 to 7 members on few of the Organization’s big initiatives involving the entire Software Engineering practices right from Design to Delivery.

* Interface and Application Design, Data Migration Strategy [SCB, Verizon, Citibank]
* Development and Test Plans Plan & WBS: Prepared a detailed Development & Testing Plan, the Developer Capacity required month wise, for the Projects & Deliverables. [SCB, Verizon]
* Tracking of Metrics & Reporting, Traceability Matrix, Test Plan, Document & Release Management [SCB, Verizon, Citibank]

**Release Management**: Handling all the Release Management activities for the Application Go-Live [SCB]

* Took care of gathering and sequencing all the dependent systems and modules.
* Prepared implementation (and rollback) plans and handled the Technical and Dress Rehearsals.

**Analysis and Design:**

* Data synchronisation framework across the Client Lifecycle Management Systems [SCB]
* Designed an Application Specific Health Check module for Due Diligence Platform. [SCB]
* Tool for application deployment, various development environments’ management. [SCB]
* Designed the interface components and message formats for ATF Framework. [SCB]
* Handled process and data upgrade of Customer Due Diligence data. [SCB]
* Part of this process during Organisation’s Transformation of entire Order Management & Billing Systems. [Verizon]
* Order Management Dashboard (*Fronted & Backend*), Reports Scheduler, Dynamic Cache Loader. [Verizon]
* Data Sync-Up routine for Citibank for inter-application communication, reducing MAINFRAME invocations. [Citibank]
* The jAC Task Director Module: Auto assigns Tickets to reps. [Kumaran Systems]

**Development and Maintenance:** As a developer, was involved all part(s) development of a module. *Some of the key items are*:

* Working on Java SDK [On all projects so far], Java Swing [Kumaran Systems]
* Worked on application re-engineering from Oracle Forms to Java [Kumaran Systems]
* Developed Task Director Module [Kumaran Systems], Data Migration [SCB] using PL/SQL.
* Part of Development on all projects which I was part of Analysis and Design.
* Handled and handling maintenance of all projects so far.

**Development & Test Plans:**

* Prepared Development (WBS) and Test Plans for SSP and Tech Tablet application modules [Verizon]
* Part of Test Plan team for Task Director Module [Kumaran Systems]

**Projects Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project/Product/Team** | **Client** | **Duration** | **Responsibilities** |
| eCDD+ (*Client Due Diligence – KYC*) | Standard Chartered Bank | Since Dec-2015 | Analyse, Design, Development, Testing, Maintenance & Support, Release Management |
| SSP, Tech Tablet | Verizon | Mar-2010 to Oct-2015 | Architect, Lead, Analyse, Design, Development, Testing, Maintenance & Support, reports & Metrics |
| Eclipse Rainbow | Citibank, APAC | Sep-2008 to Mar-2010 | Analyse, Design, Development, Testing, Maintenance |
| DSL Online & Workflow | Verizon Wireline | Jul-2007 to Aug-2008 | Development, Testing, Maintenance, Documentation |
| CEAS | CIBC | Jan-2007 to Apr-2007 | Requirement Analysis, Documentation & Review |
| Wrenchead Catalog Management System | Wrenchead Inc., New York | Sep-2006 to Jan-2007 | Development, Testing, Documentation, Maintenance & Support |
| Java Accesscare | Nortel Networks | Mar-2004 to Sep-2006 | Analyse, Design, Development, Testing, Documentation, Maintenance & Support |

**Key Achievements**

* Handled the **Release Management** process for multiple production releases in SCB.
* Handled all Reports after production launch of any module in SCB.
  + Covers the KPIs of the released features and modules.
  + Provides snapshot of daily functioning of the released features.
  + Sends report to respective stakeholders to have a regular update and track on the business proceedings.
* Created a **Java based Scheduler Application** for sending reports/metrics based on the configuration.
  + This is done by multithreading (ExecutorService)
  + Based on the configuration of reports, a thread will be spawned and the data will be pulled from DB and sent across.
  + The report data is sent in mail based on configurations, which could be an attachment, or an inline report.
  + The recipient list is also classified as To, Cc, Bcc etc.
  + The report configuration can be managed with a user interface.
  + On-demand report viewing and sending is also enabled from the user interface.
* Created a **XML Patching Utility** for post LIVE support for Customer Due Diligence application where *DB* & *XML Data* had to be kept in sync.
* Created a utility in **Java Swing** for showing **customized dialog messages** in Wrenchead.

**Academic Credentials**

* MCA, IGNOU [First Class]
* B.Sc., Computer Science, University of Madras [First Class]

**IT Skills**

* *Operating System*: Windows®, UNIX (basics)
* *Programming Languages & script*: Java, JEE, PL/SQL
* *Database*: Oracle
* *Tools*: MS Office Suite, Ant, Maven, JProfiler, ClearCase Client, SVN, GIT, SOAP UI, App Dynamics, Sonar, JIRA
* *IDE*: Eclipse, JDeveloper, IntelliJ, Oracle SQL Developer, PL/SQL Developer
* *Web/App Servers*: WebLogic 11*g*, WebSphere 7, JBoss Fuse (6.2.1), Tomcat
* *Additional Stuffs*: LSS Concepts, Design Patterns, Java Swing, Struts 2, Apache Camel (*basics*), JUnit, OSGi, REST, SOAP, Micro Services, nodejs (*basics*)

Personal Profile: Will be provided upon request