**SKILL SUMMARY:**

9+ years of total experience and nearly 6 years of relevant experience in Oracle Fusion Middleware with experience in Development and Production Support.

* Have a good knowledge and work experience in Oracle Service Bus 11g and 12C.
* Development experience for Oracle OSB using Oracle JDeveloper and Eclipse IDE.
* Experienced in developing OSB Services that include adapters, various activities and in languages XML and XSD.
* Experienced in installation of WebLogic Servers and Oracle OSB Suite both as standalone and clustered environments.
* Ability to adapt to new environments quickly, a strong team player, confident and committed to work.
* Ability to communicate with end users to understand and gather the requirements.
* Strong analytical skills and extensive aptitude to learn new technologies.
* I have worked as Offshore Coordinator for few OSB projects.

**ROLES HANDLED:**

* **Developer** – I have involved in the development of Customer enhancements, various bug fixes.
* **Tester** – I have done Unit testing and Integration testing of all the enhancements and bug fixes.
* **Support** – I have done Production Support for e\*Gate, JCAPS and Oracle OSB Services.
* **QAST Support** – Have did support QA Testing issues based on tickets and have avoided escalations.
* **Offshore Coordinator** – Have coordinated with offshore team and able to manage, coordinate and deliver quality product to customer on scheduled time lines and gained their trust.

**PROJECTS WORKED:**

**Tools Used:**

* Oracle SOA Suite 11g and 12c, Oracle Service Bus, Eclipse, JDeveloper, WebLogic Server, SQL Developer, SOAP UI, Tortoise SVN, F-Secure, CA LISA Virtualization.

**Senior Developer - OSB at Bayer Crop Science, Cognizant Technology Solutions (May’2019-Present)**

* Working as a Senior Developer in OSB Production Support and Enhancements for Bayer Crop Science.

**Roles and Responsibilities:**

* Working in few OSB Enhancement projects by getting the requirements from Onsite Lead and completing the given tasks on time.
* Handling multiple production issues and QA, prioritize it and work with users to get all information needed and resolve the issue with less business impact.

• Communicate with multiple teams to resolve issues within SLA.

• Used BMC Remedy Application and currently using Service Now to log Incidents and Service Requests. Assigned, analyzed, followed up and resolved each issue occurred in real time.

* Managing teams who are working in other technologies and guiding them to take corrective action to resolve production problems. Mentoring juniors and new staff to understand the technology well and guiding them to take proactive measures during handling issues based on the priorities.
* Focused on review and analysis of reoccurring issues/reports to identify scenarios to increase stability and performance.

**Production Support Engineer at LinkedIn, Tata Consultancy Services Limited (March’2018-May’2019)**

* Worked as Senior Developer in OSB Production Support for Business and Employment-Oriented Service that operates via websites and mobile apps - **LinkedIn Corporation**.

**Roles and Responsibilities:**

* Handling multiple production issues, prioritize issues, work with users to get all information needed and resolve the issue with less business impact.

• Communicate with multiple teams to resolve issues within SLA.

• Mentoring junior and new staff.

• Using JIRA application to log defects. Assigned, analyzed, followed up and resolved each defect.

* Hands on Leadership: Providing recommendations and taking corrective action to resolve production problems, set operating procedures, and disseminating training to offshore staff. Focused on review and analysis of reoccurring issues/reports to identify scenarios to increase stability and performance. Engineered reusable links to reduce Project Cost in developing and supporting multiple links.

**Middleware Developer at Rogers, Tata Consultancy Services Limited (Sept’2015-Feb’2018)**

* Worked as a Senior Developer for Diversified Telecommunications and Wireless Media Client - **Rogers Communications**.

**Roles & Responsibilities:**

**Analysis:**

Analyzing whether all the required documents are provided, and queries are being clarified, before development is being started. Required documents are Solution Design and Detailed Design Documents, Source to Target Mappings, Source schema, Target Schema.

**Code development:**

Once all the queries are answered, we can start with coding part. Code and Unit Testing review should be done by the Tech Lead. If backend endpoints are not available, we need to virtualize the endpoints using CA LISA tool for testing purposes using the request and response. All respective documents are captured and recorded in common share point.

**Meeting:**

Attending meeting and gathering all the requirements, making them to understand what is possible in a polite manner. During the testing cycle, we are tracking all the defects and if any data is struck in fusion or failed in fusion analyzing the reason and debugging those.

**Co-ordination:**

Co-ordination among the team is required. Offshore-Onsite co-ordination is required.

**Communication:**

Working with Onsite Tech Lead and gathering the data what they expect from us. Getting things from them on requirement basis. Validating the data along with them to make sure we sent the data to the target as they expect it.

**Production Support Engineer and Middleware Developer at NIKE, WIPRO Limited (Jan’2012 to Sept’2015)**

**Roles and Responsibilities:**

**Reverse Engineering:**

Here we have the existing code and we done have any documents regarding that. So, do reverse engineering from the code and create all documents with the existing code. The mapping document for the new technology is extracted from the old technology code as the functionality in both must be the same and the code is just migrated from the old Technology to new technology.

**Analysis:**

Analyzing whether all the required documents are provided, and queries are being clarified, before development is being started. Required documents are Functional Specification, STMs, Source schema, IDM, Target Schema.

**Design:**

In Design Phase, we have High Level design document and Landscape Diagram creation. High level design gives overall view of the data flow from one system to other system. The Landscape diagrams define the service level detailed flow of the data and defines other FET (Audits and logs) tracking and error handling.

 **Code development:**

Once STM queries are answered, TS Creation and Test case scenarios creation are done. Once the TS is approved, we can start with coding part. Code review should be done by the Team lead and UTP preparation and execution. All respective documents are captured and recorded in common share point.

**Meeting:**

Attending meeting and gathering all the requirements, making them to understand what is possible in a polite manner. Being Present in war room during the testing cycle and tracking all the fusion data and if any data is struck in fusion or failed in fusion analyzing the reason and debugging those.

**Co-ordination:**

Co-ordination among the team is required. Offshore-Onsite co-ordination is required.

**Communication:**

Working with BSA's and gathering the data what they expect from us. Getting things from them on requirement basis. Validating the data along with them to make sure we sent the data to the target as they expect it.

**Go-Live Support:**

When the code is planned to move to production, we will have to validate the changes being deployed in Production environment and make sure all the dependent services, resources are in place and validate the same by doing a smoke testing.

**Stabilization Support:**

After Go-Live, when the real data flow happens, sometimes there might be requirement to track the data flow in Production and monitor it. There may be some failures because of the data which will in turn raise a requirement change and these changes will go to production during this period. Still the project in Production get stabilized we need to support the same.

**Production Support Engineer in e\*Gate/JCAPS (L2):**

**Project Description:**

* I have worked as a L2 Developer in Support in the E\*Gate/JCAPS Middleware Tool for NIKE-ICC-LEGACY-SUPPORT in Production, QA and PSQ Environment. Production Environment is a real time environment and I used to get issues on various domains based on the SLA’s. QA and PSQ Environment are used mainly for testing purposes. Our Legacy Support belongs to Managed Services. Within the given time limits mentioned in SLA’s and based on priority, I provided solutions to all critical incidents and achieved my target solution. I have also worked in Code change activities which are raised as Kintana for the Customer requirements and completed it on time. Below are the skills which I exposed in the Production Support.

**Roles and Responsibilities:**

* On daily basis, handle multiple production issue, prioritize issues, work with users to get all information needed and resolve the issue with less business impact.

• Communicate with multiple teams to resolve issues within SLA.

• Mentoring junior and new staff.

• Used Service Now application to log defects. Assigned, analyzes, followed up and resolved each defect.

* Hands on Leadership: Providing recommendations and taking corrective actions to resolve production problems, set operating procedures, and disseminating training to offshore staff. Focused on review and analysis of reoccurring issues/reports to identify scenarios to increase stability and performance. Engineered reusable links to reduce Project Cost in developing and supporting multiple links.
* Involved in 24/7 production support during projects release and stabilization phase. Participated in on-call support during off-business hours, weekends and holidays.
* Worked on incident reduction, based on Monthly/weekly reports.

**EDUCATION DETAILS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Education** | **Name and Location** | **Percentage** | **Year of Completion** |
| UGB.E (ECE) | Srinivasa Institute of Engineering and Technology, Chennai. | 78 | 2011 |
| HSC | A.P.C.V Mat. Hr. Sec. School, Tuticorin. | 82 | 2007 |
| SSC | A.P.C.V Mat. Hr. Sec. School, Tuticorin. | 86 | 2005 |

**DECLARATION:**

 I hereby declare that the information furnished above is true to the best of my knowledge.

**Place**: Chennai **VENKADESH MURUGESAN**