**Arshad Mehtaj Shaik**

**Technical Lead/Manager**

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# Professional Snapshot

* Total Experience of 6 Years in Enterprise solutions/Documentum/D2/LSQM, Retention management, CARA Application Development, Content Management Design and Architecture, Service Operations Manager.
* Can do attitude towards new technology and research with good analytical and debugging skills.
* Looking to explore management area, very good at peoples management , delivery also. Managed team and performed appraisals and career growth plans as well.

# Highlights

* Currently Working as Technical Lead Documentum, new DC migration Lead – Anthem Inc., Healthcare. ITIL®V4 Trained.
* Expertise in areas of Service Operations Expert, Application ownership and application support as well.
* Ability to convert business user needs to IT requirements
* Proficient in OpenText Documentum 6.x/7.x/16.x versions
* Worked with the Life Sciences customer Dr.Reddy’s Laboratories India, as onsite OpenText SME in delivering the application requirement and working directly with the business users at customer environment.
* Got customer recognition and appreciation for handling the CARA migration for Bayer client. Gained knowledge on Health Care products, life cycle and few QA analysis expertise.
* Worked with Client in Mexico onsite location and delivered client requirements and build strong bond with HCL and the Client and created value add benefits to HCL in Financial domain.

# EXPERIENCE SUMMARY

1. **Technical Lead – IT, New Data Center MIgration**

  **Jan 2020 to Till Data, Legato Health Technologies - an Anthem Company,**

 **HYDERABAD & BENGULURU**

* Took the ownership of Documentum Application Systems Data Center Migration and Upgrade to latest Documentum versions , involved in Design architecture of the New Doc system.
* Oversee end-to-end delivery of DDS Documentum system, tools or application and to ensure its stability, integrity and business continuity in sites like Europe, USA.
* Taken the leadership and worked with Storage teams on migration of Filestores from SAN to NFS.
* Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs and JIRA
* Ensure all incidents are tracked & managed by the service provider, including identification, logging, categorization, prioritization, resolution and raising of a problem ticket where required with vendors like IBM, Cognizant.
* Ensure all tickets (Incidents, Problem, SR and Change) are closed in time and follow-up with suppliers to clear backlog of tickets if any
* In case of any system/application downtime, review with major incident manager and make sure outages (planned and unplanned) are recorded in SNOW
* Review application inventory data, Git Repositories on a regular basis and ensure that the data quality is high.

Follow-up with other Application SME where applicable and dependent on Documentum.

* Review the ticket volumes regularly where there is an impact on the Baseline in Production
* Support Application Manager in meeting the Operation controls by liaising with right stakeholders like business, Claims Teams, Provider Teams.
* Review periodically application support requirements based on changing Business needs and maturity of environment. Where applicable follow the Change Request process to change the application support parameters as appropriate
* Provide inputs for determining acceptance criteria for new applications and/or complex projects which merit such requirements in addition to standard requirements
* Identify opportunities for Problem Management and highlight the same to Professional Services team.

 **2)Senior Consultant – Professional Services March 2019 to Dec 2019 ,**

 **OpenText Technologies,**

 **HYDERABAD & BENGULURU**

* Working on D2, D2LS Q&M modules for DocHub application of LifeSciences in Dr Reddys
* Involved in D2 configurations for GMP life sciences components directly working with customer at onsite DRL laboratories, Hyderabad.
* Proactive in application changes , validation, deploy and new artifacts implementations
* Took challenge in improving the performance behavior of the Application environment on CS and App server configuration settings
* Involved in upgrade activities.
* Worked at Onsite Customer location DR REDDYS LABORATORIES as Opentext SME for D2 Application management, CR deliverables, handling escalations and providing the hotfixes or solutions for the high level critical damages.
* Involved in workshop for D2, D2LS as an upgrade extension directly with the customer and took ownership for customer requirement in both business perspective and application behavior
* Application security management module
* D2 CR implementations from creation till deployment with customer approvals and validations
* Index/Adlib/Arender server management with Documentum services

 **3)Associate – Projects April 2018 to March 2019**

 **Cognizant Technology Solutions,**

 **CHENNAI & HYDERABAD**

* Implemented scalable docbase data, application modules from IBM based Content Management to
* Advanced Generis based CARA content management and application enhancement modules
* Involved in proactive content migration and test cases enhancements, business analysis with the clients and business owners responsible for the life sciences and documents.
* Development and Support Experience of Content Management, Retention management
* CARA based doc secure business analytics, requirement fulfillments of business needs
* Part of the innovation team in achieving the customer requirements and new ideas provider

 4**)Software Engineer October 2014 to April 2018,**

 **HCL Technologies,**

 **CHENNAI & MEXICO**

* Involved in application enhancement modules of the functionalities in Documentum Apps  Requirement analysis on member applications/client needs.
* Development and Enhancement Experience of documentum applications, content Migration to centera and Information Governance activities.
* Part of the innovation team in achieving the customer requirements.
* 1 Year onsite experience at client location in Mexico, client requirements fulfillment tasks, a well & dynamic team player in collaboration of work and team building.

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| **TECHNICAL SUMMARY**  |
| **Domain:**  **Primary skills:**   |  Banking and Financing, Life Sciences, Health Care  Documentum 6.x/7.x/16.x, D2 4.x 16.x, D2LSQM 4.x, Cara 3.11,  |
| **Secondary skill:**   |  Retention Management (RPS), DFC, Java , Service Operations  Documentum Administrator (DA), RPSA, Content Servers, Webtop, Apache tomcat, ShellScripting, Val Genesis, DevOps, CI/CD |
| **Other Technologies:**  **Software Tools:**   | Generis-DocSecure, DQL, xCP knowledge, Index Servers, Adlib, Arender services  Big Data-Apache Hadoop, Agile – Scrum, IBM SCORE  SQL Developer, Putty, Splunk, Samson, Service Now (SNOW), DQMan,  |
| **Database:**  **Operating system:**   | Control M , Redwood, Git, Bitbucket, uDeploy, JIRA MySQL, Oracle  Windows, LINUX , HP -UX    |
| **CERTIFICATIONS**  |  |

* Did OPENTEXT certification in Documentum Consultant 16.4, May 2019
* Did OPENTEXT certification in Documentum D2 Consultant 16.5, July 2019
* Did OPENTEXT certification in Documentum D7 Developer: Server Programming, August 2019
* Did OPENTEXT certification in Documentum Administrator 16, December 2019
* ITIL®V4 Trained 2020

# ACHIEVEMENTS

* Experienced as the Application ownership on design, architecture, Maintenance, Service operations in Anthem
* Proactively worked at Onsite customer location as Opentext SME for D2 application management and involving in conduction of D2 phase 2 application workshop gathering t which
* Provided dynamic implementation of concepts to automate the migration process in latest which saved financial benefits to the Cognizant.
* Worked with Client in Onsite location at mexico project and got appreciated by client on requirement fulfillment both from the Business and HCL. Successfully implemented and saved financial buckets for the business and HCL.
* Got experience of development project, business requirements, testing, has active participation from requirement analysis till go-live and live deployment of the product.
* Got the recognition of internal awards like Outstanding Performer in HCL Technologies for my contribution to the team and working Client Location (TCS Siruseri Chennai Campus)

# Educational background

* Completed M.Tech ( Embedded Systems) in year 2016 First Class with Distinction.
* Completed B.Tech (Electronics and communication) in year 2014 with 81.06%.
* Completed X(SSC) (83.60%)
* Completed XII (Intermediate) (93.20%)

**Project Details:**

 Anthem, Inc., is a provider of health insurance in the United States. It is the largest for- profit managed health care company in the Blue Cross Blue Shield Association. With more than 45-years of proven success, DeCare Dental is one of the fastest growing dental benefit management companies. DeCare Dental is a wholly owned subsidiary of Anthem, Inc., one of the nation's largest health benefits providers.

Dynamic and robust, DeCare Dental enjoys strategic relationships with a number of leading health, dental and life insurance companies, and is active in all major markets across the United States.

DeCare Dental’s infrastructure seamlessly supports the day-to-day operations of several leading brands in the United States.

As an Application Owner – Documentum, responsibilities: -

* Currently Working as Documentum Application Owner – Speciality IT Projects, Anthem Inc, Healthcare Domain.
* Ability to convert business user needs to IT requirements. Leading the vendor teams like COGNIZANT & IBM.

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| 1.Project Name:  **Description:**   | ANTHEM / DeCare Dental Systems, Documentum - Europe & USA. Data Center Migration and Upgrades Lead. This project deals with Anthem/DeCare Dental Systems Documentum Application Development, Design, Maintenance, Service Operations.  |

* In case of any system/application downtime, review with major incident manager and make sure outages (planned and unplanned) are recorded in SNOW
* Review application inventory data, Git Repositories on a regular basis and ensure that the data quality is high.

Follow-up with other Application SME where applicable and dependent on Documentum.

* Review the ticket volumes regularly where there is an impact on the Baseline in Production
* Support Application Manager in meeting the Operation controls by liaising with right stakeholders like business, Claims Teams, Provider Teams, Professional Services Team.
* Review periodically application support requirements based on changing Business needs and maturity of environment. Where applicable follow the Change Request process to change the application support parameters as appropriate
* Provide inputs for determining acceptance criteria for new applications and/or complex projects which merit such requirements in addition to standard requirements
* Identify opportunities for Problem Management and highlight the same to Professional Services team.
* Took the ownership of Documentum Application Systems Data Center Migration and Upgrade to latest Documentum versions , involved in Design architecture of the New Doc system.
* Oversee end-to-end delivery of DDS Documentum system, tools or application and to ensure its stability, integrity and business continuity in sites like Europe, USA.
* Taken the leadership and worked with Storage teams on migration of Filestores from SAN to NFS.
* Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs and JIRA
* Ensure all incidents are tracked & managed by the service provider, including identification, logging, categorization, prioritization, resolution and raising of a problem ticket where required with vendors like IBM, Cognizant.

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|   2.Project Name:   |   Dr Reddy’s Laboratories (Opentext) Hyderabad- D2LSQM(LifeSciences)   |
| **Description:**   | This project mainly deals with DocHub D2 application of LSQM documents.  |

Dr. Reddy's Laboratories is an Indian multinational pharmaceutical company based in Hyderabad, Telangana, India. The company was founded by Anji Reddy, who previously worked in the mentor institute Indian Drugs and Pharmaceuticals Limited, of Hyderabad, India.primary areas of business include human and veterinary pharmaceuticals; consumer healthcare products; agricultural chemicals and biotechnology products; and high value [polymers. Th](https://en.wikipedia.org/wiki/Polymers)e company's [motto is](https://en.wikipedia.org/wiki/Motto) "science for a better life". As a part of documentum team, we designed docbases and repositories for storing, managing, retrieval of the documents using EMC Tools and Java Platform.

As a Team Member of onsite responsibilities: -

* In Opentext Technologies, while working as Senior Consultant – Professional Services.
* Ability to convert business user needs to IT requirements. Ability to develop solid rapport/gain confidence with Business Partners and Leadership Team
* Expertise with D2 configurations and their implementations.
* Worked on production fixes which includes deployment of hotfixes, bugs analysis, issue resolutions,  Worked with Product Engineering teams to provide the solutions to the customer requirements
* Conducted Documentum Life Sciences workshop over onsite customer location at Dr Reddy’s Laboratory, Hyderabad, and involved in discussions on the business needs, product suites, possible solutions.
* Expertise in areas of Software Development and software life cycle and application support.
* Have experience in working with different products like Adlib Servers , Arender Servers and Indexing services and environment knowledge.
* Got involved and worked on upgrade modules of Opentext Documentum 16.4

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| 3.Project Name:   | BAYER-LifeDoc-Documentum(COGIZANT), Germany-CARA/SCORE IBM   |
| **Description:**   | This project mainly deals with Bayer Documents storage and management.  |
|   | Bayer was founded in [Barmen in](https://en.wikipedia.org/wiki/Barmen) 1863. It was part of [IG Farben, th](https://en.wikipedia.org/wiki/IG_Farben)e world's largest chemical and pharmaceutical company. Bayer AG is [German multinational](https://en.wikipedia.org/wiki/Germany)  |
|   | [pharmaceutical an](https://en.wikipedia.org/wiki/Pharmaceutical_company)d [life sciences co](https://en.wikipedia.org/wiki/Life_sciences)mpany. It is headquartered in [Leverkusen, wh](https://en.wikipedia.org/wiki/Leverkusen)ere its illuminated sign is a landmark. Bayer's primary areas of business include human and veterinary pharmaceuticals; consumer healthcare products; agricultural chemicals and biotechnology products; and high value [polymers. Th](https://en.wikipedia.org/wiki/Polymers)e company's [motto is](https://en.wikipedia.org/wiki/Motto) "science for a better life". As a part of documentum team, we designed docbases and repositories for storing, managing, retrieval of the documents using EMC Tools and Java Platform.  |

As a Team Member of offshore responsibilities:-

* In Cognizant Technology Solutions while working as Associate – Projects.
* Single handledly carried out the LifeDoc Migration module project from IBM based SCORE to CARA based documentum and its applications to increase the reliability of applications as offshore team player.  Ability to design/implement feeds from external sources like IBM docbase to Lifedoc Documentum
* Have good working knowledge in Source (code) configuration management, working knowledge of Security and Controls tools and techniques
* Successfully fullfilled customer and business requirements in achieving the targets within the time bounds
* Created picklists and their mappings with the internal mapping tables , data dictionaries and taxonomies creations and mappings and DocSecure applciation management
* Validation of data migration before and after the Go-Live of each wave using Val Genesis – LifeSciences validation tool
* Deployments and Testing team player with the collaboration of other teams’ tool  Involved in Generis- DocSecure configurations / Cara documentum

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| 4.Project Name:   | USAA-Documentum -CHENNAI & MEXICO  |
|  **Description:**  | This project mainly deals with USAA Documents storage and management.  |
|   | The United Services Automobile Association (USAA) is a Texas-based  |
|   | diversified [financial services gr](https://en.wikipedia.org/wiki/Financial_services)oup of companies including a [Texas Department of Insurance re](https://en.wikipedia.org/wiki/Texas_Department_of_Insurance)gulated [reciprocal inter-insurance exchange an](https://en.wikipedia.org/wiki/Reciprocal_inter-insurance_exchange)d subsidiaries offering  |
|   | banking, investing, and insurance to people and families that serve, or served, in the [United States military. As](https://en.wikipedia.org/wiki/Military_of_the_United_States) a part of documentum team, we designed docbases and repositories for storing, managing, retrieval of the documents using EMC Tools and Java Platform.  |

As a Team Member of the more than 5+ team members, **responsible** for the following –

* In HCL Technologies, while working as Software Enginer.
* Successfully handled two sub projects and delivered High level Design at client location MEXICO which gave financial benefits to both client and employer
* Created various value ADD ideas to the project development and improved the fidelity of the team • Design, develop, test and maintain the release specific requirements and enhancements • Enhanced several new features in programs to implement the business logic.
* Developed new functionality in Documentum in co-ordination with Business, EMC and successfully operated the new features which returned profit in terms of financial assets and gave me a unique identification as idea entrepreneur.
* Involved in daily stand up calls for the Agile stories assigned to me with the team and Scrum master, about the deliverables, code changes and approvals to proceed with the deployment and release on various environments and their validations
* Provided Documentum Production support as well for the documentum applications and mentored the health checks, code deployment and fixing the application related issues and their performance

# Project Name: USAA-Documentum-RPS (HCL-Mexico)

**Description:** This project mainly deals with USAA Documents Retention policyservices (RPS)/survival, permissions, deletions of the documents from the Documentum system in coordination with Information Governance Team, USA.

As a Team Member of 2 members, responsible for the following –

* In HCL Technologies, while working as Software Enginer.
* Involved in Documentum retention policy services – Information Governance team
* As a part of the Retention management, dealt with different kinds of retention policy services, creation, establishment, approval for documents live period in the docbases using RPSA tool  Requirement fulfillment in the retention services from Business and clients.
* Evolved in various information governance decisions and policy making teams to give the appropriate retention and thereby avoiding the illegal allegations on the customers in due with the right to information protection policy and governance.
* Worked with OpenText/EMC – Teams to resolve the retention related milestones and code
* Changes required to apply retentions/Hold to the millions of documents as RPS poc.

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| **Personal Details:**   |   |
| Date of Birth :  | 11th July 1993  |
| Gender :  | Male  |
| Marital Status :  | Single  |
| Languages Known:  | English, Spanish, Hindi, Telugu, Urdu, Tamil, Arabic  |
| Address :     | H.No:30/52 B, Chittari Street, Kurnool, Andhra Pradesh- 518001.  |
| **Present Address:**   |   |
| D.No :      | 8/1/398/1/D/17, IAS Colony, Tolichowki, Hyderabad, Telangana -500008  |
| **Permanent Address:**   |  |
| H.No :     | 30/52 B, Chittari Street, Kurnool, Andhra Pradesh -518001.  |
| **Declation:**  |  |

I SHAIK ARSHAD MEHTAJ here by confirm that the information given above is true to the best of my knowledge.

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|  **Date:**  |   |
|  **Place:**  | **(SHAIK ARSHAD MEHTAJ)**   |