

BALAJI GUNASEKARAN

E-mail: balaji.technology999@gmail.com

Mobile: +91 7806909499

**PROFESSIONAL SUMMARY:**

- **21+ years of experience in Information Technology with large scale and complex application development that includes 12+ years of experience in Salesforce.com CRM Platform and 9 years of experience with IBM Mainframe environment Technologies.**
- Experience in Insurance, Healthcare, Retail, Banking and Government applications.
- Experience in full Software Development Life Cycle (SDLC) like requirement gathering, design, development, implementation, testing, releasing, support, maintenance and enhancement.
- Strong experience on working with Agile development framework.
- Experience in Administration, Configuration, Implementation and Support of Salesforce CRM and Salesforce SFA applications based on Apex language and leveraging Force.com platform world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
- Experience working with **Salesforce CPQ, Force.com IDE, MuleSoft, Data Loader, Apex Explorer, Demand Tool and Force.com** Web services API and Salesforce.com Sandbox environments.
- Experience in designing and developing Visualforce, Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
- Experience in Debugging and fixing emergency bugs.
- Experience in supporting and monitoring operations queue.
- Involved in weekly and monthly change requests, enhancements and implementing new features.
- Experience in writing stored procedures, functions, triggers, DDL & DML SQL queries.
- In-depth knowledge of project documentation especially preparing Requirement analysis documents, complex test plans and design test cases.
- Involved in different levels of Testing: Unit Testing, System Testing, Integration Testing and Performance testing in both On-line and Batch environments.
- Ability to handle multiple assignments at the same time.
- Expertise in developing applications using Stored Procedures.
- Involved in Production implementation upon successful user acceptance testing.
- Involved in Production support for mainframe applications and always given high priority for the production issues. Analyze the production problems and take action immediately.
- Perform code changes or data patching if necessary and all the support documents to be updated accordingly. If the issues are due to other teams, coordinate with the other teams to follow up to solve immediately.
- Highly proficient in understanding new technologies accomplishing project goals successfully.
- Excellent problem solving and team building skills.
- Having vast experience, excellent communication and interpersonal skills which contribute to timely completion of project deliverable well ahead of schedule.

TECHNICAL SKILLS:

SALESFORCE TECHNOLOGIES	Salesforce CRM, Salesforce CPQ, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, Visualforce Pages/ Components, Apex Web Services, SOQL, SOSL, Workflow Approvals, Dashboards, Analytic Snapshots, Case Management Automation and Custom Objects
SALESFORCE TOOLS	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, MuleSoft, Change Control, Change Set, Workbench, Demand Tool, Apttus CPQ, SERENA Ticketing System and Force.com Platform (Sandbox and Production)
DBMS	DB2, & SQL-SERVER
IDE	SPUFI, PLATINUM, SOFTECH, QMF & ABEND-AID

OPERATING SYSTEM / ENVIRONMENT	MVS/ESA, Z/OS, OS/390, WINDOWS NT/XP, MS-DOS, WINDOWS XP, MS VISIO, & UNIX
LANGUAGES	COBOL, VS COBOL II, EZTRIEVE, JCL, SQL, JAVA, JAVASCRIPT, J2EE, JSP, HTML, Java Script C & C++
DBMS	DB2, & SQL-SERVER
IDE	SPUFI, PLATINUM, SOFTECH, QMF & ABEND-AID
OPERATING SYSTEM / ENVIRONMENT	MVS/ESA, Z/OS, OS/390, WINDOWS NT/XP, MS-DOS, WINDOWS XP, MS VISIO & UNIX

EDUCATIONAL QUALIFICATION:

- Bachelors in Engineering (Mechanical) from Annamalai University – May 2002.

CERTIFICATIONS:

- Salesforce.com Certified Administrator (201)
- Salesforce.com Certified Platform Developer I (401)

PROFESSIONAL EXPERIENCE:

VMWare, Begngaluru, India
Role: Sr. Product Manager

Aug'23 - Current

Pricing Service is one of the micro service events driven architecture. Core objective of the pricing services is to maintain the pricing rules and pricing data in one centralized location. Pricing service is architected in such a way that its Highly scalable, modularized, configurable, secure, event driven service and Flexible to integrate with any enterprise platforms.

Responsibilities:

- Taking care of Sprint planning, reviewing and prioritizing the backlog stories which we need to incorporate in the next sprint.
- Work with all the teams in the Pricing Services area and create the project roadmap accordingly.
- Contributes to business process design and documentation.
- Working on CPQ Pricing rules and defining product bundle structure.
- Manage system changes without interruption to the users.
- Working on high priority bugs, troubleshooting, and fixing emergency issues.
- Working on Validation Rules, Workflows Rules, and Process Builders.
- Involved in UAT testing with business users.
- Collaboratively plans feature/function testing across modules for a business process.
- Communicate system changes to the users in advance so they understand the changes prior to implementation.
- Manage new releases of Salesforce applications and effectively roll out new features.

Environment:

Salesforce.com platform, Salesforce CPQ, ServiceNow, Jira, Confluence, Salesforce.com Data Loader, Workflow & Approvals, Assignment Rules, Custom Objects, Custom Tabs, Adobe Sign, Page Layout, Apex Trigger, Apex Class, Visualforce Pages, Workbench, and Windows.

Target, Bengaluru, India
Role: Sr. Product Manager

Jul' 22 - July' 23

Target Plus is our version of a marketplace. The strategic value is to profitably grow digital assortment, increase traffic from search engines and increase conversion by giving our guests more choice. Our focus is to profitably grow via improvements in item listing, returns and partner capabilities.

Responsibilities:

- Develop product vision and roadmap for Sales, and lead engineering teams as a Product Manager to deliver innovative and business value-added solutions at scale.
- Successfully Implemented Adobe Sign for the Target Plus system.
- Involve in gathering the requirements from the CPQ stakeholders.
- Working on preparing CPQ Approval rules, approval conditions, variables to match business requirements.
- Working on CPQ Pricing rules and defining product bundle structure.
- Creating metrics for product's success.
- Gather customer feedback to track the product's performance and make further improvements.
- Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
- Interacted with business user groups to gather requirements for Salesforce implementation and documented the Business requirements.
- Taking care of Sprint planning, reviewing and prioritizing the backlog stories which we need to incorporate in the next sprint.
- Walk through the stories, get the status of each story and check if any blockers, and work accordingly.
- Work with all the teams in the Target Plus area and create the project roadmap accordingly.
- Assign the appropriate points to the corresponding stories.
- Involved in Production implementation upon successful user acceptance testing.
- Manage system changes without interruption to the users.
- Collaborate with the technical team to review the product, detect and fix bugs and make necessary improvements.

Environment:

Salesforce.com platform, Salesforce CPQ, ServiceNow, Jira, Confluence, Salesforce.com Data Loader, Workflow & Approvals, Assignment Rules, Custom Objects, Custom Tabs, Adobe Sign, Page Layout, Apex Trigger, Apex Class, Visualforce Pages, Workbench, and Windows.

Salesforce.com, Indianapolis, IN
Role: Sr. Product Analyst

Jun'18 - Apr'22

Salesforce is a company that makes cloud-based software designed to help businesses find more prospects, close more deals, and wow customers with amazing service.

Responsibilities:

- Working on Single Sign-On method.
- Responsible for Lead and Opportunity management within Sales Cloud for internal Sales organization.

- Develop product vision and roadmap for Sales, and lead engineering teams as a Product Owner to deliver innovative and business value-added solutions at scale.
- Involved in preparing different CPQ product bundles as per business needs.
- Worked on CPQ product configurations, Product rules, Price rules, Quotes and contracts for business processes.
- Worked as an SME for the salesforce CPQ customizations.
- Drive feature assessment and requirement gathering.
- Collaboratively plans feature/function testing across modules for a business process.
- Build strong partnerships with cross-functional teams including Sales, Marketing, and Service.
- Assist with test execution and defect/change tracking.
- Contributes to business process design and documentation.
- Involved in UAT testing with business users.
- Writing user stories and acceptance criteria.
- Involved in troubleshooting deployment issues.
- App exchange experience - can review, POC and recommend third party applications to enhance Salesforce.com.
- Manage, administer and maintain Salesforce environments.
- Manage system changes without interruption to the users.
- Communicate system changes to the users in advance so they understand the changes prior to implementation.
- Manage new releases of Salesforce applications and effectively roll out new features.
- Create and maintain fields, views, reports, dashboards, Leads, Accounts, Contacts, Opportunities, campaigns and other custom Salesforce objects and functions.
- Maintain, enhance and create new workflows, functions and configurations within the Salesforce environment.

Environment:

Salesforce.com platform, Salesforce CPQ, Salesforce.com Data Loader, Workflow & Approvals, Assignment Rules, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layout, Apex Trigger, Apex Class, Visualforce Pages, Workbench, and Windows.

Government Employees Health Association (GEHA), Lee's Summit, MO

Nov'16 – Jun'18

Role: Sr. Salesforce Consultant

GEHA is the second largest national dental plan serving federal employees, federal retirees and their families. GEHA provides health and dental plans to several members. GEHA is a self-insured and not-for-profit association.

Responsibilities:

- Working on Single Sign-On method.
- Working on Agile Methodologies.
- Working on Apttus CPQ.
- Working on migrating Salesforce Classic to the lightning process.
- Extensively working on Visualforce pages and Apex classes.
- Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Created several reports and dashboards on standard and custom objects.
- Extensively working on Sales, Service and Marketing cloud environments.

- Working on Journey builder, Email Studio and Social Studio in Marketing cloud environment.
- Extensively working on different AppExchange tools like Adobe e-sign, Getfeedback and Mapanything.
- Customized Standard Objects like Lead, Accounts, Contacts, Opportunities, Campaigns and created custom objects for Quotes, Quote Line Items and Pricing data as per user requirements.
- Created complex workflow rules and approval process to auto update various fields, assign tasks and notify Group and individual Case owners.
- Working on setting up and managing Salesforce Communities for customers and partners.
- Tracking tickets thru ServiceNow tool.
- Working on high priority bugs, troubleshooting and fixing emergency issues.
- Working on Validation Rules, Workflows Rules and Process Builders.
- Involved in training sessions for our stakeholders in the Salesforce training environment.
- Involved in UAT testing with business users.
- Integrated external application with SFDC using SOAP.
- Created page layouts, search layouts to organize fields, Search Lookup, custom links, related lists, and other components on a record detail and edit pages.
- Designed and developed HTML email templates for users.
- Used SOQL and SOSL for Querying and Searching data from Salesforce platform.
- Interacting with the Salesforce.com customer support team on a regular basis.
- Working on migrating the code by using a migration tool (Gearset).

Environment:

Saleforce.com platform, Salesforce.com Data Loader, Gearset, Workflow & Approvals, Assignment Rules, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layout, Apex Trigger, Apex Class, Visualforce Pages, Workbench, Adobe e-sign, Getfeedback, Mapanything, ServiceNow, HTML, SharePoint and Windows.

Mutual of Omaha, Omaha, NE

Apr'12 – Nov'16

Role: Sr. SFDC Administrator / Developer

Mutual of Omaha is a leading provider of life insurance, Medicare supplement insurance, disability insurance products and annuities based in Omaha, Nebraska. It has a large pool of agents to sell and support the Mutual of Omaha to customers.

Responsibilities:

- Working as an Administrator and Developer for the IT team.
- Interacted with business user groups to gather requirements for Salesforce implementation and documented the Business requirements.
- Involved in technical discussions with the development team.
- Working on **Single Sign-On** method.
- Working on **Agile** Methodologies and involved in all the phases of the **SDLC**.
- Involved in suggesting the **AppExchange products** for business needs.
- Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Created several **reports** and **dashboards** on standard and custom objects.
- Customized Standard Objects Like Lead, Accounts, Contacts, Opportunities, Campaigns and created custom objects for Quotes, Quote Line Items and Pricing data as per user requirements.
- Created complex workflow rules and approval process to auto update various fields, assign tasks and notify Group and individual Case owners.
- Involved in developing the various **Visualforce Pages** in a sandbox.
- Developing internal custom applications Using **Apex Classes, Triggers and API's**.
- Working on **high priority bugs, troubleshooting and fixing emergency issues**.
- Ability to prioritize and perform multiple tasks.

- Working on **Validation Rules, Workflows Rules** and **Process Builders**.
- Working on **MuleSoft** for integration with on-premises software (**IPAAS**).
- Worked on **Round Robin Lead assignments**.
- Customizing **Apttus CPQ** for the Sales Operations.
- Integrated **external application with SFDC using SOAP**.
- Created page layouts, search layouts to organize fields, Search Lookup, custom links, related lists, and other components on a record detail and edit pages.
- Designed and developed **Visualforce** and **HTML** email templates for users.
- Used **SOQL** and **SOSL** for Querying and Searching data from Salesforce platform.
- Interacting with the Salesforce.com customer support team on a regular basis.
- Working on **Change Control (Change Management Tool)** for deployment process.
- Working on reviewing and migrating the code by using deployment tools (**Change Set**).

Environment:

SALESFORCE.COM PLATFORM, SALESFORCE.COM DATA LOADER, MULESOFT, CHANGE CONTROL, CHANGE SET, DEMAND TOOL, WORKFLOW & APPROVALS, ASSIGNMENT RULES, CUSTOM OBJECTS, CUSTOM TABS, EMAIL SERVICES, SECURITY CONTROLS, PAGE LAYOUT, APEX TRIGGER, APEX CLASS, VISUALFORCE PAGES, WORKBENCH, APTTUS CPQ, SIMBA ORDER MANAGEMENT SYSTEM, HTML, CSS, JAVASCRIPT, DB2, SERENA TICKETING SYSTEM, SHAREPOINT & WINDOWS.

Mutual of Omaha, Omaha, NE
Role: Sr. Programmer Analyst

Mar'11 – Apr'12

Indexed Universal Life is a new Life Insurance product being developed to add to Mutual of Omaha's Portfolio. CAPSIL (product of CSC) is the Life insurance policy admin system for Mutual of Omaha. CAPSIL system uses VSAM as its data store for all Life Insurance products. Indexed universal life (IUL) allows the owner to allocate cash value amounts to either a fixed account or an equity index account. The CAPSIL system is being enhanced to accommodate IUL. Using the VSAM data store for IUL was determined to be a big challenge to track and maintain the cash flows where one piece of deposit will be allocated to various buckets and each earn different rates of interest, deducting cost out of each of those and so on. CAPSIL is now being enhanced to store all IUL cash flow information in a DB2 database. This involves developing COBOL integration modules that talk to SQL Stored Procedures which runs web services to communicate to the database. Except for cash flow data, all other policy information for IUL will be stored in VSAM. So this has opened up challenges to make sure IUL data on DB2 is in sync with VSAM data at all times both in batch and CICS online. Apart from these IUL policies should go through existing CAPSIL program flows.

Responsibilities:

- Involved in design, development, construction & support.
- Extensively working on coding the new and changing the existing programs.
- JCL's and PROC's were written to run the programs and the results were verified.
- Extensively involved in debugging the code by using X-Pediter.
- Debugging the code to ensure correct results.
- Extensively involved in coding and testing the DB2 Stored Procedures.
- Documentation, Preparing test data and Test results.
- Involved in coding and testing the CICS programs.
- Interacted in design review and Test results review meetings.
- Involved in analyzing the code for new changes and changed the code.
- Analyzed and troubleshoot program code and corrected errors as required.
- Maintaining the job runs in Production.
- Involved in fixing the Production issues.

Environment:

IBM MAINFRAME 3090, COBOL II, JCL, MVS, TSO/ISPF, DB2, DB2 STORED PROCEDURE, JCL, SYNC SORT, PROCS, SHAREPOINT, CICS, X-PEDITER, LIBRARIAN, SPUFI, FILE-AID, DB2 DEVELOPMENT TOOL, ABEND-AID & CA-7 SCHEDULER.

Department of Health & Human Services (DHHS), Raleigh, NC

Mar'10 – Mar'11

Role: Sr. Programmer Analyst

DHHS is the largest agency in the state government, responsible for ensuring the health, safety and well-being of all people. Provides the human service needs for fragile populations like the mentally ill, deaf, blind and developmentally disabled and helps the poor people.

The objective of this project is to leverage the baseline system to automate business processes, improve workflow management and present a personalized user interface to support NC DHHS (Department of Health and Human Services) stakeholders. This project also aims at extending the baseline system with a highly configurable multi-payer capability to support DMA, DMH, DPH and ORHCC payers with their multiple benefit plans. It will also allow fiscally responsible payers to be added without programmatic intervention and will also ensure that the additional processing overhead can be easily supported.

Responsibilities:

- Involved in requirement gathering, scoping & estimation.
- Involved in design, development, construction & support.
- Construct programs based on program specifications, as per applicable language standards.
- Extensively working on coding the new and changing the existing programs.
- JCL's and PROC's were written to run the programs and the results were verified.
- Extensively working on several service requests raised by the DHHS.
- Extensively involved in debugging the code by using X-Pediter.
- Involved in code maintenance and changing the code as per the Service Requests.
- Debugging the code to ensure correct results.
- Extensively involved in coding and testing the DB2 Stored Procedures.
- Coding and Testing the Eztrieve Programs.
- Involved in preparing the user acceptance testing documents.
- Extensively involved in Report Generation Programs.
- Interacted in client design review and Test results review meetings.
- Involved in testing the JAVA online screens.
- Review of Tasks to ensure the quality of tasks done by the other team members.
- Involved in analyzing the code for new changes and changed the code.
- Extensively working in Endeavor and Lotus Notes Package creations.
- Played a key role in project deliverables to the client.
- Preparation and Review of functionality design, program specs, Integration Production
- Implementation documents, Test plan preparation and system Test environment set up.
- Interacting with the development team and business clients to resolve the issues in System/Integration testing.

Environment:

IBM COMPATIBLE PC, IBM MAINFRAME 3090, COBOL II, EZTRIEVE, JCL, MVS, TSO/ISPF, DB2, DB2 STORED PROCEDURE, JCL, SYNC SORT, PROCS, IMS, CICS, X-PEDITER, ENDEAVOR, SOFTECH, QMF, SPUFI, PLATINUM, FILE-AID, DB2 DEVELOPMENT TOOL, ABEND-AID, CA-7 SCHEDULER, JAVA, J2EE, EJB, JSP, HTML, CSS, Java Script, DOC BUILDER & SHAREPOINT.

Department of Human Resources (DHR), Essex, MD

Oct'09 – Mar'10

Role: Sr. Programmer Analyst

CSES is a Statewide Automated Child Support Enforcement System for Maryland State. This application includes major subsystems like Client registration, Intake, Establishment, Enforcement, Case and Management, Financial Management, Reporting and Interface for other State systems. CSES contains all the client demographic information, support order, payment data and distributes all collections in accordance with the federal and state regulations. Actively involved in the Priority Log team system maintenance and enhancements activities like designing and developing for the above sub-systems & also worked in CARES system.

Responsibilities:

- Involved in Requirement gathering from client/BA's/Stakeholders and involved in analysis and estimation effort.
- Involved in preparation of DSD, TECH documents throughout the SDLC and participated in the TPRC meetings.
- Involved in code maintenance and changing the code as per the new requirement.
- Involved in preparing the Unit Test Plan and executing the test cases and documenting the test results.
- Extensively involved in debugging the COBOL code by using X-Pediter.
- Worked in development support for System Testing & UAT.
- Extensively working in Endeavor and Lotus Notes Package creations.
- Maintaining the job runs in Production.
- Involved in code maintenance and changing the code as per the new requirement.
- Involved in fixing the Production issues.
- Review of Tasks to ensure the quality of tasks done by the other team members.
- Review and exhaustive testing of the programs.

Environment:

TSO/ISPF, COBOL II, JCL, DB2, JCL, SYNC SORT, PROCS, CICS, X-PEDITER, ENDEAVOR, QMF, SPUFI, FILEAID, JAVA, J2EE, EJB & JSP.

Department of Human (DOH), Albany, NY
Role: Sr. Programmer Analyst

Nov'07 – Oct'09

DOH is involved in processing of medical claims that are received by the Department of Medical Services in the state of New York. Develops software on the healthcare system and provides maintenance and support on the system. The EMEDNY system captures and adjudicates requests from providers or clients for the authorization of services prior to delivery and subsequent claim payment.

Third Party Liability (TPL) subsystem ensures that the Medicaid is the payer of last resort for services provided to their Clients. The information maintained in the Subsystem to provide the Capability to manage cost avoidance and cost recoveries of claims paid.

Responsibilities:

- Involved in project estimation and time lines.
- Analysis, Design and Coding the Programs as per the Specification in Project design Document (PDD).
- Extensively involved in Claims and Financial Subsystem changes.
- Involved in Processing Part-A, Part-B, Part-C, Part-D and Pharmacy Claims.
- Construct programs based on program specifications, as per applicable language standards.
- Extensively involved in developing new COBOL Reports and results are verified in the Mainframe Reports and Mobius Reports.
- Involved in coding and testing the JAVA online screens.
- Involved in Testing the Stored Procedures using the JAVA front end screens.
- Involved in analyzing the code for new changes and changed the code.
- Coded new programs for Death Transactions to terminate the Clients Medicaid, Medicare and Claim process.
- Involved in code maintenance and changing the code as per the Service Requests.

- JCL's and PROC's were written to run the programs and the results are verified in the Mainframe and Mobius Reports.
- Extensively involved in Report Generation Programs.
- Extensively involved in changing the EZTRIEVE programs to COBOL programs for WMS (Welfare Management System) PART-A auto accretion process.
- Extensively involved in processing HIPAA (Health Insurance Portability and Accountability ACT) EDI transaction and CMS (Centers for Medicare & Medicaid Services) transactions and changed the programs as per the new requirements.
- Extensively involved in debugging the COBOL code by using X-Pediter.
- Extensively working on several service requests raised by the DOH.
- Review of Tasks to ensure the quality of tasks done by the other team members.
- Debugging the code to ensure correct results.
- Interacted in client design review and Test results review meetings.
- Involved in preparing the Unit Test Plan and executing the test cases.
- Testing SQL statements outside the application program before embedding them in the program code.
- Working in development support for System Integration Testing (SIT).
- Extensively working in Endeavor and Lotus Notes Package creations.
- Maintaining the job runs in Production.
- Involved in fixing the Production issues.
- Monitor the Jobs on a day to day basis and take corrective action wherever necessary.
- Involved in preparing the user acceptance testing documents.
- Updating the Technical design document (TDD) after Implementation of the Project.

Environment:

Z/OS, JES3, TSO/ISPF, VS COBOL II, EZTRIEVE, DB2, STORED PROCEDURES, SQL, SPUFI, QMF, JCL, SYNC SORT, PROC'S, CICS, TELON, ENDEVOR, CA-VIEW, CA-7 SCHEDULER, FILE-AID, ABEND-AID, X-PEDITER, PLATINUM, MS OFFICE, MS EXCEL, MS VISIO, JAVA, J2EE, JSP & MOBIUS REPORTING TOOL.

Target, Minneapolis, MN

Oct'06 – Nov'07

Role: Sr. Programmer Analyst

This System is to extract the future markdown Items and Item Locations (Stores) from the databases, determining the legal stores for all the Items and excluding the stores which are not legal. Then Servicing RDC for each store is determined to allocate the PO shipments accordingly. EOS system provides visibility to Mark down Items and their allocations.

Responsibilities:

- Gathering the Requirements.
- Requirement Analysis based on the specifications sent by the Client.
- Creation of Document of Understanding for the requirements.
- Estimation for the task as per standards followed in the organization.
- Preparing a Design document according to the new requirements.
- Extensively involved in converting EZTRIVE Report programs to COBOL Report programs for EOS mail process.
- Involved in coding and testing the JAVA online screens.
- Extensively worked in Stored Procedures.
- Testing the Stored Procedures thru DD2 Development Tool and JAVA Front end Screens.
- Prepared job streams and developed JCL's and PROC's as per requirement.
- Extensively involved in coding new Stored Procedure programs for HIDE and TRAP maintenance system.
- Extensively involved in coordinating the on-site and offshore team.
- Documentation, Preparing test data and Test results.
- Review and exhaustive testing of the programs.
- Involved in code maintenance and changing the code as per the new requirement.
- Review of Tasks to ensure the quality of tasks done by the other team members.
- Played a key role in project deliverables to the client.

- Raised defects and discussed the same in team meetings to resolve the defects in time.
- Played an important role in the implementation of programs into production.
- Responsible for processing data, fixing production Issues.
- Involved in preparing the overall support documents.
- Coordinate work with offshore and onsite teams to solve critical technical problems.

Environment:

Z/OS, JES3, TSO/ISPF, VS COBOL II, EZTRIEVE, DB2, STORED PROCEDURES, SPUFI, QMF, JCL, SYNC SORT, PROCS, VSAM, CICS, MQ-SERIES, ENDEVOR, PLATINUM, SOFTECH, X-PEDITER, FILE-AID, ABEND-AID, MS OFFICE, MS EXCEL, MS VISIO, JAVA, J2EE, JSP & DB2 Development Tool.

Target, Minneapolis, MN
Role: Programmer Analyst

Dec'05 – Oct'06

Target is a chain of Departmental stores. It is one of the top 3 general merchandise retailers in the USA. This project is one of the Direct Imports Initiative project and this is one of two which comprise the overall Import Ordering and Allocations (IOA) subprogram. This Import allocation portion includes the Bulk Import allocation and Automatic CDC transfers (Import warehouse withdrawal). Overall this project is to improve the Import allocation systems to handle the more shipments and reduce the manual interventions wherever currently required.

Responsibilities:

- Provided On-Call support for Dispatching Products application which has several Daily, Weekly and Monthly cycles.
- Requirement Analysis based on the specifications sent by the Client.
- Creation of Document of Understanding for the requirements.
- Coding the Programs as per the new requirement.
- Extensively involved in converting the EZTRIEVE programs to COBOL programs for CDC Allocation process.
- Changing the code as per the new Service Requests received from the client.
- Involved the coding of the new and changed the existing Stored Procedures as per the requirements.
- Testing the Stored Procedures thru DD2 Development Tool and JAVA Front end Screens.
- Developed Job stream's using JCL and PROC.
- Extensively involved in coordinating the on-site and offshore team.
- Exhaustive testing of the programs.
- Documentation, Preparing test data and Test results.
- Review of Tasks to ensure the quality of tasks done by the other team members.
- Debugging the code to ensure correct results.
- Assisted in Regression and parallel system testing runs to help in implementing the New Module.
- Resolve user requests and on-line problems in production.
- Trained Team Members to make them understand the system flow.

Environment:

Z/OS, JES3, TSO/ISPF, VS COBOL II, EZTRIEVE, DB2, SQL, SPUFI, QMF, STORED PROCEDURES, JCL, PROCS, SYNC SORT, VSAM, CICS, MQ-SERIES, ENDEAVOR, PLATINUM, SOFTECH, X-PEDITER, FILE-AID, ABEND-AID, MS OFFICE, MS EXCEL, MS VISIO, JAVA, J2EE, JSP & DB2 Development Tool.

American Express, Phoenix, AZ
Role: Mainframe Consultant

Mar'05 – Dec'05

Shipping Mail System Process starts when a merchant wants to give special offers to all its AMEX card customers who fulfill certain criteria. So they raise a request to Mystic Distributed Group then Mystic runs a query on the same & generates the file. This flows in Mainframe for various processing and finally creating a mail-able file to the merchant.

Responsibilities:

- Coding the modules as per the client's requirements.

- Supporting the transition using batch processing JCL and PROCS and overriding the parameters using Batch JCL.
- Loading new products data into DB2 tables using VSAM files.
- Preparing requirements specification interface documents.
- Involved in analyzing the code for new changes.
- Involved in coding the new COBOL programs as per the Project Design Document.
- Involved in coding and testing the EZTRIEVE programs.
- Performed code changes in modules after the Physical & Logical interface document has been reviewed.
- Preparing a Design document according to the new requirements.
- Responsible for unit testing and also helped in regression testing before implementation of the modules into the production.
- Reviewing the already modified programs and discussing defects in team meetings.
- Debugging the code to ensure correct results.
- Scheduling the Jobs to run in Production.

Environment:

Z/OS, TSO/ISPF, VS COBOL II, EZTRIEVE, DB2, SQL, SPUFI, QMF, JCL, PROCS, SYNC SORT, VSAM, CICS, CHANGEMAN, X-PEDITER, FILE-AID, ABEND-AID, INFOMAN, MS OFFICE, MS EXCEL, MS VISIO & CA-7 SCHEDULER.

US BANK, Minneapolis, MN
Role: Mainframe Consultant

Sep'03 – Feb'05

Customer requesting for credit from the bank through agents was a very tedious procedure and time-consuming. In order to make the procedure easy and less time consuming, an "Online credit request" project was undertaken. This project extensively makes use of COBOL, JCL, DB2, and CICS.

Responsibilities:

- Requirement Analysis based on the specifications sent by the Client.
- Creation of Document of Understanding for the requirements.
- Estimation for the task as per standards followed in the organization.
- Business requirements analyzing and involved in the preparation of design documents.
- Involved in changing the code as per the Service requests from the clients.
- Created screens using Screen Section and CICS as back-end.
- Involved in changing the COBOL code for CICS screens.
- Review and exhaustive testing of the programs.
- Participated in preparation of checklist guidelines for unit and integration testing.
- Documentation, Preparing test data and Test results.
- Analyzed and troubleshoot program code and corrected errors as required.

Environment:

Z/OS, TSO/ISPF, VS COBOL II, EZTRIEVE, DB2, SQL, SPUFI, QMF, JCL, PROCS, SYNC SORT, VSAM, CICS, CHANGEMAN, X-PEDITER, FILE-AID, ABEND-AID, MS OFFICE, MS EXCEL & MS VISIO.

The Prudential Insurance Company of America, NJ
Role: Mainframe Consultant

Aug'02 – Aug'03

Prudential Life Insurance is a growth company focused exclusively on Life Insurance Policies. The project is mainly involved in the Enhancement with the further classification in the age group criteria in the Insurance schemes, as a result the premium calculation pattern, new entry query method, new entry history generation method and contract renewal method has been changed.

Responsibilities:

- Involved in the creation of technical specifications documents.
- Documenting the programs and analysis of the functionality.
- Involved in the creation of physical and logical interface documents.
- Coding new Programs as per the requirement.
- Involved in analyzing the code for new changes and changed the code.
- Extensively involved in debugging the code by using X-Pediter.
- Preparation of Unit & Functional Test cases and capturing test results as per the test cases.
- Executed Mainframe Programs for Batch Jobs and conducted comprehensive testing of the system.
- Perform analysis to provide permanent solutions for the problems encountered during batch cycle and on-line issues logged by users in Production.

Environment:

Z/OS, TSO/ISPF, VS COBOL II, CHANGEMAN, DB2, SQL, SPUFI, QMF, JCL, PROCS, SYNC SORT, VSAM, CICS, X-PEDITER, FILE-AID, ABEND-AID, MS OFFICE & MS EXCEL.