

Anoop Thazhath Kalpally

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📍 India

Experienced Software Development Leader Driving Project Success Across Diverse Industries

PROFILE SUMMARY

■ A seasoned professional with over a decade of industry experience, offering expertise in software application analysis, design, development, and support. Possesses strong database skills and development proficiency, with a track record of success across Travel and Transportation, Automotive, Call Center, and Loyalty domains.

■ Skilled in navigating diverse industry requirements and proficient in distributed delivery models, including onsite and offshore coordination. Demonstrates exceptional communication abilities and a collaborative team spirit. Committed to leadership, serving as a mentor to junior colleagues to foster team growth and ensure project success.

EXPERTISE

Leadership & Team Management

Communication & Negotiation Skills

Decision Making

IT Service Management

Process Management

Problem Solving

TECHNICAL SKILLS

- **Siebel Development and Configuration:** Expert in utilizing Siebel Tools up to IP 22 for comprehensive CRM solutions development, including configuration, scripting, designing workflows and taskflows, creating and managing business services, and developing email templates. Proficient in managing Siebel workspaces for collaborative development and version control.
- **Siebel Integration and Data Management:** Basic understanding of Siebel EAI (Enterprise Application Integration) and EIM (Enterprise Integration Manager) for seamless data exchange and integration. Familiarity with ETL processes using Informatica Powercenter, emphasizing job monitoring and file loading tasks.
- **CRM and Data Warehousing Knowledge:** Solid foundation in CRM principles, supported by practical experience in data warehousing techniques. Skilled in leveraging these methodologies to improve customer relationship management and data analysis capabilities.
- **RDBMS Expertise:** Proficient in Oracle 12c, demonstrating strong capabilities in database management, SQL querying, and optimization techniques for efficient data storage and retrieval.
- **Programming Languages:** Proficient in Siebel eScript and JavaScript, enabling the development of customized CRM solutions and interactive user interfaces.
- **Operating Systems:** Experienced in the Windows environment, ensuring smooth deployment and operation of software solutions.
- **Process Tracking and Automation Tools:** Skilled in using Oracle RUEI and Germain for process tracking, alongside Win Automation for automating repetitive tasks, enhancing operational efficiency.
- **Project Management and Collaboration Tools:** Proficient in utilizing JIRA, Rally for project management, WinScp for secure file transfer, ITSM and Service Now for IT service management, and Github for code versioning and collaboration.

ACHIEVEMENTS AND AWARDS

- Received client certifications and appreciation for contributions to the US Airways - American Airlines merge and the AADV Redesign program, highlighting exceptional project impact and client satisfaction.
- Acknowledged for delivering key functionalities in American Airlines' Five Star service, significantly enhancing customer experience through innovative features.

WORK EXPERIENCE

Infosys India Pvt. Limited, Remote | Senior Consultant | Feb 2022 – Jan 2024

- Spearheaded functional enhancements and production support for NxGen, an automotive application, by implementing approved development cycle enhancements and collaborating closely with Business Analysts for requirement comprehension, implementation, and testing.
- Mentored junior team members, providing technical guidance and fostering a knowledge-sharing environment.
- Expertly diagnosed and resolved user incidents through a ticket management tool, ensuring swift problem resolution and maintaining high levels of user satisfaction.
- Conducted thorough investigations and responses to user problems, issues, and queries, contributing to the project's overall responsiveness and effectiveness.
- Responsible for the estimation of functional enhancements, demonstrating adeptness in assessing project scopes and resource requirements.
- Oversaw daily monitoring activities, ensuring system integrity and performance optimization.

IBM India Pvt. Limited, Chennai | System Engineer | Jun 2013 – Feb 2022

- Diagnosed and resolved user incidents across various projects, including AUTOEVER Systems India IT Center BOT and American Airlines AMS, utilizing ticketing tools like ServiceNow and JIRA to ensure timely and effective problem resolution.
- Led the implementation of approved enhancements during development cycles, including presenting changes to the Change Control Board, highlighting my leadership in project evolution and adherence to governance.
- Engaged in cross-functional team collaboration with integrated application teams to devise solutions for new business requirements, demonstrating exceptional problem-solving skills and teamwork.
- Estimated functional enhancements accurately, ensuring projects were delivered on time and within budget.
- Conducted daily monitoring activities using existing utilities, ensuring optimal performance and reliability of applications.
- Coordinated with onsite QA and UAT teams, addressing issues during the testing phase and ensuring the delivery of high-quality solutions.
- Negotiated maintenance enhancements with clients, advising on the potential benefits to end users and prioritizing enhancements based on strategic business objectives.
- Gained hands-on experience with a variety of tools, including Informatica Powercenter, Siebel Developer Tools, Oracle SQL Developer, and others, showcasing a broad technical skill set.

EDUCATION

Bachelor's in Chemistry	University of Calicut	2010
Master of Computer Application	Amrita Vishwa Vidyapeetham University	2013