**Ekta Goel**

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**Career enhancement in Software development with a leading organisation**

**PROFESSIONAL SUMMARY**

* Total of 7+ years of experience in Project Management and Software Development.
* Proficient in I series-AS400, RPGLE, RPGIV, CLLE, ILE, DB2/400
* Currently associated with HCL Technologies, Noida.
* Possesses strong communication, analytical & mapping skills.
* Good knowledge of Healthcare, Retail and Insurance domain.

**WORK EXPERIENCE**

Worked with **Tata Consultancy Services, Noida**, Uttar Pradesh from March 2012 to September 2016 as an AS400 Application developer.

Worked with **NTT Data Services, Noida**, Uttar Pradesh from September 2016 till December 2019 as an Software Development Specialist.

Worked with D**XC, Noida**, Uttar Pradesh from December 2019 till January 2021 as Professional 1 -Product Developer.

Working in **HCL Technologies,** **Noida**, Uttar Pradesh from February 2021 till now as Senior Technical Lead.

**Key Deliverables**

* Coding, Testing, and Implementation of changes/Enhancements.
* Regular On- Call duties which includes acknowledgment and solving system/user tickets.
* Constantly providing inputs for process improvement (e.g Automations of complex tasks).
* Unit and System Testing.
* Handling Productions activities, Role Swap in different Production boxes as a key deliverable.

**KEY PROJECTS**

#### Work Experience of TCS

The following are the details of the various projects that I have been associated with, in chronological order.

1. **Project: ILS Migration, Dec' 12 – Aug’14 as Offshore team member.**

**Client**: AXA China

**Company**: TATA CONSULTANCY SERVICES Ltd.

**Environment**: AS/400, RPGILE, DB2/400, CL/400, SQL/400

Description: AXA Hong Kong has a Legacy Life System (ILS), which is an AS/400 RPG based system with DB2 as back end. As at September 2010, the value of 78,692 in-force policies is about US$251,221,950. AXA Hong Kong needs to migrate the Legacy Life System (ILS) to a new scalable, stable and robust system platform to reduce operation risks. The objective of migration project is to successfully migrate the Legacy Life System (ILS to Regional Life System (RLS)) to support business growth.

**Roles & Responsibilities:** Working actively for the development of the Project by successfully executing the various requirements of the system.

**Specific responsibilities include**:

Requirement Analysis, designing the High level/Low level document.

Preparing FS, TS, UTR documents and Code changes.

1. **Project: X0 – X2, Aug' 14 – Oct’14 as Offshore team member.**

**Client**: AXA China

**Company**: TATA CONSULTANCY SERVICES Ltd.

**Environment**: AS/400, RPGILE, DB2/400, CL/400, SQL/400

Description: X0 – X2 team handled the design of high level analysis and the effort estimation for all the requirements within the project irrespective of any team. These analysis results were then shared with the respective teams for the further activities (FS, TS and CUT)

**Roles & Responsibilities**: Worked actively for the design of the HLA document and calculating the new effort required to complete the task.

Specific responsibilities include:

Designing the HighLevel document.

1. **Project: BAU March, Oct' 14 – Jan’15 as Offshore team member.**

**Client**: AXA China

**Company**: TATA CONSULTANCY SERVICES Ltd.

**Environment**: AS/400, RPGILE, DB2/400, CL/400, SQL/400

**Description**: The objective of this team/requirement is to work on a bundle of small requirements to cater immediate system issues faced by the client but are not handled by the S&M Team as they were previously not a part of the requirements

**Roles & Responsibilities**: Worked actively for the development of the Project by successfully executing the various requirements of the system.

Specific responsibilities include:

Designing the Low level document.

Preparing High TS, UTR documents and Code changes.

1. **Project: DHL NFE Migration March, Jan' 15 – Till date as Offshore team member.**

**Client**: Germany

**Company**: TATA CONSULTANCY SERVICES Ltd.

**Environment**: AS/400, DB2/400,SQL/400

**Description**: The objective of this team/requirement is to de – commission several finance applications . Data Archive Viewer product supplied by Tata Consultancy Services (TCS) is capable of storing large amounts of data and document images, and allows users to enquire over the data and view and re-print document images.

Specific responsibilities include:

Extraction of data from AS400 server with several SQL Queries

Preparation of high level approach document

1. **Project: Becton Dickinson Feb' 16 – Till date as Offshore team member.**

**Client**: Poland

**Company**: TATA CONSULTANCY SERVICES Ltd.

**Environment**: AS/400, DB2/400,SQL/400, LANSA

**Description**: BD is a leading global medical technology company that develops, manufactures and sells medical devices, instrument systems and reagents across the globe.

BD is ranked #336 in the 2014 [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500) list.

The products of this segment include: [needles](https://en.wikipedia.org/wiki/Hypodermic_needle) and [syringes](https://en.wikipedia.org/wiki/Syringes), intravenous [catheters](https://en.wikipedia.org/wiki/Catheters), safety-engineered and auto-disable devices etc.

**Specific responsibilities include:**

Responsible for Weekly Client Meetings

Worked on support tickets within a defined SLA and the same to be documented in a repository.

Worked intensively on LANSA support applications.

#### Work Experience of NTT Data

1. **Tenet-DATA ACCESS**

**Client** : Tenet Health Care Corp. (**U.S. Hospital chain**)

**Role** : Team Member deputed to Offshore (Programmer and Level 3 Support)

**Overview:**

Tenet is a large chain of hospitals in US with over 70 facilities spread over from LA to Pennsylvania. It provides central support services from its Dallas based operation centre.

DAAC is a data warehouse for all the patients billing and follow-up system. It is basically divided in two major parts: Receive of Patient information (Admission / Discharge / Transfer) and processing that information:

* **Receiving Information**: Data Access system receives the hospital patient’s information from different hubs in various forms. It keeps track that all the billing and related activities done to tenet patient are being captured in a proper manner.
* **Processing**: This part includes all the statistics done to the information received from initial phase from different servers and then merge them into one to get process on the DAAC central server. It keeps track of the comparison of the information before and after processing for the users.

The project comprises of managing the financial operational spectrum of the Tenet Health Information system – DAAC. It acts like a reservoir to the patient data. The scope of operations covers the entire billing/financial statistics activities and requires a healthy mix of business as well as technical knowledge.

We are providing production support for applications and work on the enhancements to existing applications as per the client’s requirements & needs.

The project is being delivered using onsite-offshore model.

**Responsibilities:**

* Handling the System OS Upgrades, Outages activities, Development and Distribution of new code changes.
* Working on enhancements including creating a technical design document, test cases and deployment plan.
* Working on Change requests for bug fixing and enhancements.
* Analysis of Jobs, Handling Data issues, Data analytics, System ASP Maintenance, working with screens.
* Handling and Resolving Customer’s Issues along with working on tickets (Incidents and Requests) within the SLA.
* Working on High Priority tickets and providing Full support on weekends/night shifts independently.
* Daily Job monitoring and handling the issues related to jobs.

**Domain:** Healthcare.

#### Work Experience of DXC

* Working in Group as well as Life Insurance Projects in SMART 400.
* Handling delivery of Single project independently from Coding in SMART 400 to testing to deliverable.

#### Work Experience of HCL Technologies

1. **Staples**

**Client** : Staples (**U.S. Retail chain**)

**Role** : Team Member deputed to Offshore (Level 3 Support)

**Overview:** Works in team Enterprise Payment Services.

Payment service is a corporate function for accepting payments through different business channels.

* Different business Channel are

(a) RTL (Retail)

(b) CON (Contract)

(c) SBD (Staples Business Delivery)

(d) BDD (Business Depot Canada)

(e) DIR (Direct)

**ACADEMIC SUMMARY**

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| --- | --- | --- |
| **Year** | **Degree and Institution** | **Merit** |
| 2011 | Uttarakhand Technical University | Secured 74.28% marks |
| 2006 | Intermediate from Sri G.T.B. Sr. Sec. School, Haldwani | Secured 72.4% marks. |
| 2004 | High School from Sri G.T.B. Sr. Sec. School, Haldwani | Secured 69.79% marks. |

**ACHIEVEMENTS**

* Got appreciation and awarded for my work in TCS as well as NTT.
* Took part in a various of cultural activities (TATA in-house competitions)
* Being a runner up in Volleyball in Sports Meet organized by TCS Delhi.

**SKILLS**

**Tools**: DBU, SEU, PDM, Turnover, SDA, VIEW, Hawkeye, Service Now, Aldon, Jira, Remedy, FileZilla, Scrum Methodology,

**Operating** **Systems**: OS400, I-series, Windows

**Database**: SQL, DB2

**Languages**: RPG/ILE, CL/ILE

**STRENGTHS**

* Hard working self-confident & committed to work
* Optimistic, friendly, co-operative, punctual and fast learner
* Good analysing capability can adapt to any circumstances

**PERSONAL DETAILS**

* **Language:** Hindi, English
* **Hobbies:** Travelling, listening to music, Reading articles & poems
* **Address:** Noida, UP

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

**DATE :**

**PLACE :** Noida  **(Ekta Goel)**