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**Professional Summary**

* Postgraduate in Computer Applications having over 22 years of Information Services and Technology consulting experience as **Solutions Consultant, Business Systems Analyst, Technical Architect, Technical Lead, Project coordinator, Quality coordinator and Developer**
* Over 18 years of experience as a **Software Developer** in application design and development, testing, troubleshooting and implementations.
* Have extensive experience in designing application architecture, designer and developer of stand-alone applications, client/server, component based, messaging, middle ware/data transition, intra/internet and knowledge-based systems
* Have got expertise in utilizing and integrating best practices and leading-edge technologies while being aware of business requirements
* Experience in **SFDC** Development in implementing **Apex classes, Triggers, Web services API, Visual Force, Force.com IDE, SOQL, VF Pages, Lightning Components**
* Expertise in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce
* **SFDC Configurations/Customizations** – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers, Workflows, Apex Classes, Approval processes, Apex data loader and sharing & security rules
* Experience in bulk **data** **migration** and **integration** using **Apex Data Loader**
* Experience in design and development on **Salesforce Marketing Cloud (Email Studio, Journey Builder, Content Builder, Tracking, AMPScript)**
* Expertise with Integration/Middleware tools - **Informatica**, **Jitterbit** (development and configuration)
* Expertise in **Software Development Life Cycle** (SDLC) which involves analysis, requirement engineering, development, enhancements, testing, and maintenance of Multi-tier, web-based, and portal-based object-oriented enterprise applications
* Strong experience in **Microsoft’s technology stack**, Visual Studio suite of development tools and middleware tools. Comfortable designing and developing object oriented, multi-tier applications in a complex architectural landscape.
* Strong analytical and problem-solving skills in identifying root cause of issues/problems
* Expertise in leveraging existing IT framework for better data visibility and system integration
* Experience as a **Business Systems Analyst** including analyzing and documenting business requirements, business workflow (**Visio and Lucidchart**), developing file mapping and technical specification and working with business partners/stakeholders to determine details and priority of requirements
* Proficient in **collaborating** with business partners and external stakeholders, communicating effectively at all levels and working effectively with cross-functional project teams
* Expert in leading, coaching, mentoring and motivating team members
* Proficient in test planning, defect tracking, managing defects, status reporting, issue escalation, defect trend analysis and providing management with test metrics/reports/schedules
* Experience in **Agile** software development methodology, **Scrum** methodology, write User Stories, identify iteration cycles and deliver requirements and demonstrate on each iteration improving the project cycle time to deliver the project for Time to market
* Knowledgeable level understanding of **Salesforce.com** CRM and its Development Life Cycle
* Have a proven track record experience in client-facing roles and excellent written and verbal communication skills.
* **Effective leader** willing to take up challenging task
* Motivates the team and delivers quality work
* Proactive and adaptive to the dynamic environment
* Continuously strive for efficiency, quality and excellence in the work. Possess strong documentation and reporting skills as well as a very strong focus on customer satisfaction.
* Experience in preparing training material and providing in person training, and training via web conferencing
* Experience in conducting and driving User Acceptance Testing with end users.
* Expertise in designing and developing Test Plans and Test Scripts.

**Technical Skills**

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| **Cloud & SaaS Platforms** | Salesforce.com, Informatica Cloud Services, Informatica Cloud Real Time, Jitterbit, Salesforce Marketing Cloud  |
| **Salesforce Technologies** | Force.com, Apex, Data Loader, Import Wizard, Triggers, Workflows, Sharing Rules, Security Controls, Approvals, Reports, Dashboards, Custom Objects, Salesforce Lightning, Case Management, Salesforce Marketing Cloud (Email Studio, Content Builder, Journey Builder, AMPScript) |
| **Microsoft Technologies** | ASP.NET, VB.NET, Silverlight, ADO.NET, ASP |
| **Programming Languages** | C#, WPF, WCF, Web services, REST, XAML, HTML, CSS, SQL, PL/SQL, VB |
| **Scripting Languages** | VB Script, Java Script, PowerShell, MS Build Scripts |
| **Database** | SQL Server, Oracle, MongoDB, Aurora |
| **XML Related Technologies** | XML, XSLT, SOAP, WSDL |
| **Development Tools** | VisualStudio.NET, Adobe Scene7 API, Adobe Illustrator, Adobe Distiller |
| **Application Servers** | IIS |
| **Version Control** | Subversion, Visual Source Safe, Team Foundation Server, GitHub |
| **Integration Tools** | BizTalk Server |
| **Build Tools** | Teamcity |

**Professional Experience**

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Partner Support Desk – Consultant/Analyst Aug 2020 – Till Date

The Partner Support Desk (PSD) is a streamlined digital support experience that allows our Partners to more easily create, track and collaborate on all their support requests with Nike - all within [Nike.net](http://nike.net/). It is a one-stop support platform where questions are efficiently routed to ensure seamless resolution of each case. The Partner Retailer experience has been built on the Customer Community Cloud using the Customer Service template to allow NIKE to scale more easily and incorporate more standard components as the solution is adopted globally by all partners. Case Management processes has been developed on the existing NIKE CONNECT Salesforce environment with Salesforce Service Cloud enabled. User interface (both internal and external) has been developed on Salesforce Lightning platform with focus on key modules like web-to-case, email-to-case, automatic routing and workflows, messaging and notifications, reporting and analytics. Future state of the solution is to enable multi-language support, knowledge management and chatbot.

**Responsibilities**

* Responsible in preparing High level design comprising of network diagram, data flow diagram, threat model, services
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals
* Responsible in overall design and development of PSD solution
* Active participation in weekly Geo sync meetings and providing timely updates on features and deliverables
* Provided direction for system enhancements and prioritized critical feedback and milestones across project
* Involved in requirements gathering with Product owner and business stakeholders in an effort to customize and utilize the full functionality of the Salesforce.com out of the box solution
* Responsible for development of robust reporting and dashboards to enable data analysis and performance charts
* Worked with development team to review and resolve design issues and obtain clarifications from business team
* Responsible for case management automation using queues and assignment rules

**Environment**: Salesforce.com, Salesforce Service cloud, Lightning Processes, Reports, Dashboards, Workflow Rules, Email-to-Case, Lightning components, Jitterbit

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Marketing Cloud Emails Management – Consultant/Analyst Oct 2019 – Till Date

Emails across various applications in Partners and Marketplace Engineering space at Nike have been streamlined by leveraging features and capabilities of Marketing Cloud. A robust end to end solution has been built to route all email notifications to be transmitted and processed via marketing cloud there by enabling business the ability to manage email templates in a single source, track email sends and email marketing engagement. Solution hosts both transactional and seasonal emails management. Services were built in Java to integrate external applications to send data to SFMC using SOAP API. Commercial Emails are triggered manually using Lists generated by integrating Salesforce CRM and SFMC using Contact Builder. All the older emails hosted in Exact Target (classic content) have been redesigned and migrated using content builder and Journey Builder. A dashboard has been developed to get metrics of all the emails (success and failures) which can be used by production support and business teams.

**Responsibilities**

* Worked very closely with business teams, communication teams and geo partners in design and development of emails in marketing cloud platform
* Responsible for troubleshooting issues by identifying logs in Splunk and with data persisted in marketing cloud Data Extensions
* Responsible for capturing business and technical requirements (includes finalization of json payload structures, translations to support global roll out, capturing CID parameters for analytics)
* Was responsible in coming up with HTML designs of email templates which was later leveraged in Content builder to further customize using AMP scripts
* Responsible for executing unit tests for validation of payloads and email templates via Postman (SOAP and REST API)
* Handled end to end Global and Geo User acceptance testing by creating UAT test scripts and coordinating with partners to get feedback and sign off
* Responsible in presenting demos to business stakeholders and technical architects

**Environment**: Salesforce.com, Salesforce Marketing cloud Email Studio, Content Builder, Journey Builder (Automation studio), Audience Builder (Contact Builder), AMPScript, SOAP API, HTML, Java, Amazon Webservices SQS, Node.js, Postman, Splunk

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Nike.net Portal – Consultant/Analyst July 2019 – Till Date

The nike.net portal is the front door to nike.net ecosystem supporting tools that manage sales pipeline and providing the retailer ordering experience. The user experience starts with Portal, a web application that handles registration, login, and provides access to authorized tools in the nike.net ecosystem. Core applications are hosted on portal which enable both internal and external users to have a premium shopping experience for both futures and seasonal fulfillment of Nike products. Nike gets the Wholesale orders (B2B) through these set of applications. The wholesale business contributes to 80 percent of Nike business. Portal framework hosts several key components/services such as Portal application, Admin application, Identity/Auth/Preferences/Export/Email/Feedback/Audit services.

**Responsibilities**

* In depth analysis of current workflows and business rules and working with Product owner/Business stakeholders in improving/streamlining processes
* Responsible in closely working with tech team in architecture, design and development of modules
* Research, gather, articulate, refine and document business/technical requirements
* Responsible in completely handing User Acceptance Testing and getting sign off from stakeholders for deployment to Production
* Establish and maintain strong communication with both business and technical teams
* Participate in Agile-based meetings, release planning and management activities
* Responsible in working with cross functional teams and ensuring that all dependencies are captured and accounted during design and development
* Involved in debugging and troubleshooting production issues and providing suggestions/solutions to team on fixes
* Responsible for analyzing Splunk logs for capturing data metrics
* Participation in technical discussions with architecture and technology team and suggesting solutions and alternatives
* Responsible for documenting workflows and results of Business Analysis into Business Requirement Document (BRD) and obtaining sign-off from the PO/stakeholders on specifications.

**Environment**: Java, J2EE, Spring Boot, Amazon Webservices (EC2, Elastic beanstalk, S3, SQS, SNS, Elasticsearch, ECS Fargate, Elastic cache), SOAP and REST webservices, Hibernate, React JS, Angular JS, Oracle DB, Mongo DB, Aurora

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Showroom data management – Developer/Technical Consultant Apr 2018 – Dec 2018

Showroom data management aims at tracking and measuring showroom usability, tracking and measuring showroom impact/profitability and ability to centralize all data in one single place. It benefits in reviewing the accounts served by each showroom and bookings data. Also lays groundwork for showroom invitation integration. It provides visibility to inform technology, content, sample and fixturing decisions. The goal of seasonal readiness functionality within CONNECT will help communications manager to maintain all the data points/information needed for seasonal communication in one single place so that the accuracy of the data is higher and the time it takes to create communications is reduced. This functionality also enables the ability to pull a report out of Connect that contains all needed information for seasonal communications. The functionality allows Geo admins to schedule (create/add) one or more events under a "Showroom" section.

**Responsibilities**

* Was responsible in designing and setting up of salesforce standard and custom objects, user roles, security profiles, permissions and workflows
* Involved in configuration of page layouts, record types and validation rules
* Worked closely with business and technical teams in developing business and functional requirements
* Involved in creation of test scenarios and test scripts
* Responsible in development of visual force pages using Apex for showroom and seasonal readiness management
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Developed and configured various Reports and Report Folders for different user profiles
* Responsible in creation of Custom email templates as part of sending alerts to users based on the business requirement.
* Involved in Unit testing for the customizations and developments done during the project
* Responsible for demonstrating the functionality to all the geos. Working closely with the geos in driving user acceptance testing and setting up the required test data.
* Successfully managed the project through various phase and was responsible in releasing the product to PRODUCTION

**Environment**: Salesforce.com CRM on demand (cloud-based solution), Apex data loader, Apex Visual Force, SOQL, workflow approvals, custom objects

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Customer Hierarchy Management – Developer/Technical Consultant May 2017 – June 2019

Customer hierarchy management aims at building a solution that would improve account hierarchical visualization of data in CONNECT (custom application on Salesforce.com) by leveraging benefits from CC360 out of the box features. The goal is to have one source of customer information for Nike and have it adopted globally across all geos. It enables the end users with efficient data management and flexibility within hierarchies. The solution has been designed to provide robust and improved integration of outbound links from Salesforce.com to downstream systems. It also enables the end users with accurate customer metrics.

**Responsibilities**

* Was involved in interacting with Informatica and Jitterbit consultants on technical and functional aspects. Responsible in setting up the environments required for implementing the solution
* Developed new outbound flows in Jitterbit from salesforce to downstream systems by consuming web services.
* Responsible in design and development of the application
* Involved in design, configuration and development of the application
* Preparing technical reports by collecting, analyzing and summarizing data
* Responsible for configuration in salesforce – validation rules, workflows, profiles, permissions
* Developed workflow rules and defined related tasks, email alerts, and field updates
* Coordination with production support and testing teams on a daily basis
* Involved in development and debugging of Informatica Cloud Services jobs (mappings)
* Preparing UAT test plans and responsible in participating in User Acceptance Testing and obtaining sign off from business
* Responsible for demonstrating the functionality to all the geos. Working closely with the geos in driving user acceptance testing and setting up the required test data.
* Responsible for documenting workflows and results of Business Analysis into Business Requirement Document (BRD) and obtaining sign-off from the client on specifications.
* Worked closely with transition manager in preparation of training materials
* Responsible for writing Business requirements document and Functional requirements document and obtaining sign offs on the same

**Environment**: Salesforce.com CRM on demand (cloud based solution), Informatica Cloud Services, Informatica Cloud Real Time, Jitterbit, CC360, Guides, SAP, REST services, MongoDB, SOAP, Web services

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Return to Vendor – Developer/Consultant Nov 2015 –Nov 2017

Return to Vendor (RTV) has been developed as custom application within salesforce.com. RTV enables Nike account teams to collaborate with retailers and Distribution centers to process claims. The purpose of this project is for retailers to be able to return the products to Nike by following a workflow. It allows retailers to able to submit a request for return so that the return should be able to be processed by Nike account team. Distribution Centers should be able to provide actuals received from the retailer following which the request will be finalized and sent to SAP and credit note would be generated. Currently returns are all managed in different disparate systems. RTV is going to streamline the process. RTV streamlines the returns process and ensures legal compliance. RTV supports Nike's global Go-to-Market sales strategy to build an integrated marketplace. Current ongoing enhancements work aims at building a solution that is sufficient for the Brazil return process. Brazil needs the ability to streamline processes and ensure legal compliance. RTV will be integrated with Nike.net 2.0 applications through the Portal to support Nike’s corporate returns strategy.

**Responsibilities**

* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* As a consultant, responsible for architectural and technical discussions and decisions.
* Involved in architectural and technical discussions with project teams.
* Worked closely with both the business and development teams to coordinate and schedule testing efforts.
* Used Agile software development methodology in defining the problem, gathering requirements, development iterations, business modeling and communicating with the technical team for development of the system.
* Managed daily aspects of the project including, process definition, goal documentation, facilitating meetings, gathering business requirements, issue management, user acceptance testing and project team deliverables
* Successfully managed the project through various phase and was responsible in releasing the product to PRODUCTION
* Responsible for documenting workflows and results of Business Analysis into Business Requirement Document (BRD) and obtaining sign-off from the client on specifications.
* Responsible in leveraging existing IT framework/CRM system for better data visibility and system integration.
* Responsible for writing Business requirements document and Functional requirements document and obtaining sign offs on the same.
* As system analyst/consultant responsible for design and development of the application.
* Responsible in preparing technical reports by collecting, analyzing and summarizing the data.
* Writing user stories, UAT test plans and responsible in driving User Acceptance Testing and obtaining sign off from the business for the Salesforce.com implementation
* Translating requirements into clearly defined technical tasks.
* Conduct technical design reviews and demos to the customer (IT and business).
* Attending Technical review sessions and co-ordination with Offshore.
* Responsible in coordinating with teams across the geography and conducting demos, requirements sessions and workflow sessions.

**Environment**: Salesforce.com CRM on demand (cloud-based solution), Fusion, SAP, REST services, MongoDB, Oracle, Web services

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Planet – Developer/Analyst May 2015 – Nov 2015

Planet is a Global Sales Planning Tool for Nike Sales Reps, Managers and Merchandiser for creating Assortments. Planet is a client server application developed with the Windows Presentation Format (WPF) Architecture. The application merges the current Planet Forecast and Planning Modules into Customer Business Planning. This project is to improve the usability of the application by removing the redundant functionality in the existing application & focus on the new features by provide Historical data access globally and fact based decision making to the Sales Rep. Planet is used by several geos - Americas, Europe, Asia, China, Japan. Planet Admin tool is used by Sales managers and Sales planning managers to view /update customer, employee, product, rep assignment data. It is also used by Sales managers to view Plans which are having Sales orders in SAP. Global Sales web admin tool is used to provide the report on availability of products and Images for different Geographies and regions. It's also used to broadcast messages in Planet client for different regions and for providing different types of roles and access for reps, managers and Admin users. Planet Management module and Cognos reports are utilized by Sales managers to create/analyze reports based on forecast/plan data submitted by the sales reps.

**Responsibilities**

* As a consultant, responsible for architectural and technical discussions and decisions.
* Participation in technical discussions with architecture and technology team and suggesting solutions and alternatives.
* Responsible for writing Business requirements document and Functional requirements document and obtaining signoffs on the same.
* As a system analyst/consultant responsible for design and development of the application.
* Responsible for working closely with the IT team to develop systems to specifications and collaborate with the team in all phases of application development.
* Responsible in interacting with BSAs and business process leads with respect to requirements and clarifications.
* Work with on-site technical manager and leading off-shore team for functional enhancements & application interface development and delivery.
* Responsible in coordinating and working together with offshore team and making sure the deliverables were of good quality and meet the standards and guidelines.
* Responsible in preparing technical reports by collecting, analyzing and summarizing the data.

**Environment**: Microsoft Visual Studio 2010, .NET Framework 4.5, XAML, WPF, WCF, SQL Server, Oracle, Adobe Scene7 API, IIS, C#, MS Build Scripts

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: eCatalog – Business Systems Analyst/Technical Consultant Jan 2011 – Nov 2015

eCatalog is Nike's web-based Go To Market (GTM) catalog creation tool to produce high quality catalogs that act as a reference book of Nike product used by reps, accounts, and many internal Nike groups. It’s used before, during, and after sell-in. It contains all details about the product including material content and descriptions. GTM catalogs are created by Sales Operations/Sales Tools teams (in partnership with Category teams) in 30 territories around the world. The tool has been created to drive catalog consistencies and efficiencies globally. It provides all Territory Sales Tools teams a collective tool and process to create GTM catalogs that are efficient to build, of a consistent high quality, a cohesive but flexible design, and are of the highest accuracy by being connected to Nike source systems. The final catalog output is a PDF that is portable to be viewed on mobile devices.

**Responsibilities**

* As a system analyst/consultant, was responsible for analysis of business, functional and technical requirements to make sure project met expectations
* Developed prototype and several complex modules throughout software development lifecycle including design, modeling, coding, testing, and documentation
* Translating business requirements and objectives into technical applications and solutions
* Providing innovative solutions to complex business problems
* Responsible for implementing best practices, standards and procedures including quality and delivery methodologies
* Responsible for tuning up design for maintainability, scalability and efficiency
* Work with on-site technical manager and leading off-shore team for functional enhancements & application interface development and delivery
* Responsible for writing Business requirements document and Functional requirements document and obtaining signoffs on the same.
* Responsible in troubleshooting production issues and quickly providing a solution
* Responsible for collaborating with the team in all phases of application development
* Presenting technical solutions and demos to architects
* Responsible for adhering to MVVM design pattern across the application development

**Environment**: Microsoft Visual Studio 2010, .NET Framework 4.5, IIS, C#, Silverlight, XAML, WPF, WCF, SQL Server, Oracle, MS Build Scripts, Adobe Scene7 API, Adobe Illustrator, Adobe Distiller, PowerShell scripting

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| **Client: Nike Inc, Beaverton, Oregon, USA** |

**Project**: Planet 3.0 – Technical Lead Consultant Mar 2009 – Jan 2011

PLANET 3.0 is a Global Sales Planning Tool developed and leveraged by Nike for their sales and planning initiatives. Built on .Net framework, PLANET is designed for the Nike Sales Reps, Managers and Merchandiser to provide a scalable and efficient mode of creating product assortments. Under this project, PLANET is being rolled out to many more countries with performance enhancements to thereby increase sales and adoption. The application provides a very rich user interface and lot more flexibility for customer planning and forecasting.

**Responsibilities**

* As a technical consultant, responsible for architectural and technical discussions and decisions related to the application
* Responsible for overall build activities required to develop and deploy the application to several environments including Production
* Responsible in coordinating and working together with offshore team and making sure the deliverables were of good quality and met the standards and guidelines
* Working closely with production support and testing teams on a day to day basis
* Responsible for design and development of modules
* Interacting with process leads and BSAs in reviewing and understanding the requirements before implementation
* Engaged in technical discussions with project team and providing solutions and suggestions
* Responsible in sharing knowledge across the team by providing demo of the application and also by preparing technical documents

**Environment**: Microsoft Visual Studio 2010, .NET Framework 4.5, XAML, WPF, WCF, SQL Server, Oracle, IIS, C#

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| **Client: Target Corporation, Minneapolis, USA** |

**Project**: Redrock – Technical Architect May 2008 – Mar 2009

Target Corporation is building a world class pharmacy solution that will be deployed at its pharmacies spread across the United States. The objective is to create a Target Brand that is a fully integrated and simple solution to support Target’s pharmacy growth. The solution is built on cutting edge technology and supports seamless integration with about 30 existing Target Enterprise Applications. The Pharmacy solution replaces a third-party application and provides a scalable and flexible environment. It ensures prescription accuracy and compliance. It also enables business insight into sales, profit, price, inventory and operational metrics. This large program is divided into two sub-programs and consists of 15 projects. Pharmacy Dispensing Sub Program is a custom workflow based solution to create a paperless centralized pharmacy within Target stores. It consists of various projects that help improve Target’s pharmacy business. HQ Administration Sub program consists of various sub-projects to enable and support functionality across the program.

**Responsibilities**

* Responsible for preparing and delivering High Level Design (HLD) and (Low Level Design) LLD for HQ Admin modules.
* Presenting the HLD to the technical audience and seeking their approvals.
* Responsible in reviewing the Detailed Design documents for HQ Admin modules and also in seeking approvals.
* Participation in technical discussions with architecture and technology team and suggesting solutions and alternatives.
* Responsible in coordinating and working together with offshore team and making sure the deliverables were of good quality and met the Redrock architecture standards and guidelines.
* Supported the offshore team in trouble shooting construction issues and helping the team in resolving issues by debugging through the code and providing suggestions/solutions.
* Actively involved in build and deployment issues for all the components and worked with configuration management team in resolving issues.
* Interacting with Business Analyst with respect to business requirements.
* Working closely with Lead TA on a regular basis on technical solutions/issues/resolutions.
* Responsible for analyzing the processes and requirements and doing an impact analysis.
* Working closely with testing team in helping them understand the functionality of the modules and also in testing (unit and integration testing)

**Environment**: Microsoft Visual Studio 2008, .NET Framework, Web services, SQL Server 2008, Oracle, C#. VB.Net. MS Visio, WPF

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| **Client: Capital One Auto Finance, Plano, Texas, USA** |

**Project**: Loan Servicing Data Exchange – Technical Lead Jan 2005 – May 2008

The batch interfaces in the loan servicing (LS) function have been a pain area in day-to-day operation, given the high rate of failure and difficulty in resolving the issues. The LS-Data Exchanges project is the redesign of critical batch interfaces around the Back End System Tracker loan servicing application in order to improve their reliability. The solution involves remediation of the batch interfaces to ensure increased reliability, error handling, notifications and de-linking independent batch interfaces. Loan servicing production support involves maintenance and support of several functional areas for loan servicing system of Capital One Auto Finance. The functional areas are categorized as Customer Services, Collections and Special Services.

**Responsibilities**

* Involved in review of System Requirements Specification and Detailed Design Specification documents with the client managers and also seek the business approvals.
* Preparing high level design for the modules, development of modules in .NET/BizTalk Server and testing
* Involved in preparation of deployment scripts, seeking approvals and implementing the modules in PRODUCTION.
* Involved in review of System Requirements Specification and Detailed Design Specification documents with the client managers and also seek the business approvals.
* Responsible for reviewing production performance of services under loan servicing area in order to spot trends before them become incidents.
* Reviewing functionality with end users to get a sense of how the systems are meeting their needs.
* Reviewing database performances with DBAs for deeper analysis and process improvement recommendations.
* Working closely with project development teams that are impacting the loan servicing functional areas.
* Reviewing design, test plans and volume considerations with project teams.
* Responsible for working on enhancements and development activities as requested in the service areas.
* Maintaining metrics on the performance of service areas which include vendor file deliveries, response time and batch job failures.
* Develop technical, functional and operational expertise that can be leveraged by project teams, other IT groups, as well as LS business partners.
* Monitoring the batch jobs and resolving issues.

**Environment**: BizTalk Server, Web Services. ASP.NET 2.0, SQL Server, C#, VB.Net, XML, XHTML, CSS, Windows Services, Microsoft Visual Studio, .NET Framework, Oracle, SOAP

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| **Client: Toshiba**  |

**Project**: Drawer Safe Management – Technical Lead July 2004 – Nov 2004

Drawer Safe Management is an administrative function carried in a retail store to manage the flow of money. This system manages and tracks the flow of money: Between the cash drawer and the safe, Between the safe and external entities (bank/vendors). And prints documents to report the flow of money.

**Responsibilities**

* Involved in the analysis and design of the application.
* Preparing high level design for the modules, development of modules in .NET and testing
* Developed business components using C# and SQL Server
* Involved in unit testing, system testing and implementation.
* Discussion with team and client for the requirement changes/issues and business logic
* Designed the project architecture including database design, UI design, Data Access Layer design and Business Layer design
* Involved in preparation of the test summary documents and UAT documents and having them reviewed by client managers.
* Responsible in providing technical solutions to the team

**Environment**: Microsoft Visual Studio, .NET Framework, C#, WinForms, SQL Server, XML, Windows Services

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| **Client: Sony Corporation** |

**Project**: Blu-ray Disc Authoring System – Module Lead/Designer Apr 2004 – Jun 2004

The Blu-Ray disk authoring application is capable of performing all of the functions required to create a specification-compliant BD ROM disc. The aim was to develop various views for the system architecture which will guide the design, development and maintenance of the Blu-ray disc authoring system.

**Responsibilities**

* Provided High Level Design of one of the modules "Media preview” which includes module design, logical flow, high-level functions and data structures.
* Developed Proof of Concept application to prove the design.
* Developed the media preview application on Microsoft .Net framework (VS.NET 2003).
* Used DirectX/DirectShow interfaces included with DirectX 9.0 (unmanaged) for building Playback components

**Environment**: Microsoft Visual Studio, .NET Framework, C#, DirectShow API/Interfaces, DirectX SDK

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| **Client: Anheuser-Busch** |

**Project**: IT Asset Management – QUALITY COORDINATOR Jun 2003 – Jan 2004

IT Asset Management (ITAM) is an intranet web based application for managing IT Assets (HW Assets and SW licenses) and verifying the IT Assets Information (To be) with that of SMS Data (as is). The system would allow data maintenance via web browser, hand held device and excel file. Application will also have direct interface with SAP, AD and CRD database to get data from them. This project enforces a strict layered approach where the UI interacts with the Business Logic Layer which in turn interacts with the Data Access Layer. The Data Access Layer in turn interacts with the database. A Custom Session management has been implemented and used in this project. It has a strict role based authorization in place.

**Responsibilities**

* Quality Coordinator for the Project responsible for the standards and quality of the entire project
* Reviewing various design documents and preparing system test cases for various modules.
* Responsible for testing modules, coordinating with the onsite team, getting clarifications and getting them resolved at offshore by the team.
* Involved in designing of Test Plans, Test Procedures and Test Cases
* Documented Defects and used Test Director to assign defects to the related development team
* Involved in analyzing System Specifications, design, development and execution of Test Cases
* Responsible for executing test sets created for system, integration and regression testing
* Prepare and analyze defect metrics

**Environment**: Microsoft Visual Studio, .NET Framework, C#, ASP.NET, Test Director, SQL Server

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| **Client: United Technologies Corporation** |

**Project**: – BSP Integration Hub – Senior Developer Apr 2003 – May 2003

The solution aims at automating the various data exchanges between United Technologies Corporation (UTC) divisions, Business Service Providers (BSP) and Account payable systems. The Data exchange hub will manage the overall process of moving the data between UTC and BSP. BizTalk Server 2002 is used to automate the business process and workflow. The Data exchange hub will handle the key functionalities such as data push/pull from various external systems, data validations, data archiving, data derivation, auditing and exception handling.

**Responsibilities**

* Responsible for design and development of the application
* Developed error handling module to be used by the exchange hub
* Developed mail notification module for various business scenarios
* Developed a windows service for interaction with suspended queue in BizTalk Server
* Developed application logic using C#

**Environment**: BizTalk Server 2002, Microsoft Visual Studio, .NET Framework, C#, XML, SQL Server, Windows services

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| **Spectrasite – Transco, UK**  |

**Project**: – Project Management Module - Senior Developer Feb 2002 – Feb 2003

Project Management Module (PMM) is a data management tool that allows flexible management and operational reporting capability to various hierarchy of users. PMM aims at providing user-friendly tool to update project information, provides a centralized database to store all project information, integration with other modules for automating information transfer between the systems. Some of the key features of PMM are - Task Manager, Resource Manager, Calendar View, Time Recording, Tracking Project Progress, Materials Forecasting, Rollout Services, Reports Generation, Search and Status. The requirement study was done at the client site and was deputed for the same to SST, UK for one month.

**Responsibilities**

* Involved in gathering requirements, analysis and design of PMM. Was deputed to UK (client location) for a month.
* Responsible for coordinating with client and interacting with business teams to understand the requirements and translating into functional requirements document
* Involved in database design
* Responsible in sharing the techno functional knowledge about the application to team members
* Development of modules - coding and testing (unit as well as integrated testing)
* Responsible in integration of all the modules

**Environment**: Microsoft Visual Studio, .NET Framework, C#, Oracle, HTML, Java script, XML

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| **Client: Wipro Microsoft COE** Mar 2001 – Dec 2001 |

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| **Project** | **Environment** |
| Legacy Connect - Developer | BizTalk Server 2000, Host Integration Server, MSMQ, C#, ADO.NET, XML, CSS |
| Order Management System - Developer | ASP.NET, C#, WinForms, SOAP, XML, XHTML, XSLT, CSS |
| Wholesale Banking Solution - Developer  | ASP.NET, C#, SQL Server, XML, XSLT, BizTalk Server, MSMQ |
| Transit.wipro.com – Developer | ASP.NET, C#, SQL Server, SOAP, Web services – SOA |
| Transit Chain at Wipro - Developer | ASP.NET, C#, XML, Web services, SQL Server 2000, .NET Framework |
| Unveiling of Hailstorm – Developer | ASP.NET, C#, XML, Web services, SQL Server 2000, .NET Framework, SOAP |
| PTAG site – Developer | ASP, SQL Server 2000, HTML, XML, IIS |

**Responsibilities**

* Involved in building web based application for placing orders.
* Involved in configuring Host Integration Server, MSMQ-MQSeries Bridge and MQSeries.
* Worked on mapper and orchestration feature of BizTalk server for automating the flow of messages.
* Worked on configuring Microsoft BizTalk Adapter for MQSeries.
* Involved in coding, unit testing and integration testing of modules.
* Developed XML Schema definitions for validating SWIFT standards.
* Developed some of the front end UI screens using XSLT.
* Involved in making reusable web controls.
* Implemented hierarchical menus using XML and ASP.Net
* Involved in customization and configuration of the product
* Involved in preparing functional specification and database design of the system.
* Designed the class diagrams for the module using Visio 2000
* Worked on design specification and database design.
* Involved in deployment of pib.Wipro.com site and web services.
* Worked on SOAP 1.0 and 2.0
* Involved in development of ASP pages wherein XML was used to dynamically create the menus.
* Responsible for deployment of applications on IIS server

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| **Client: Exact Software, The Netherlands**  |

**Project**: – Business at Control - Developer July 1999 – Dec 2000

Business at Control (B@Co) is a financial and consolidation application which consolidates data coming from external systems. This data is used for analytical reporting which is useful for top and middle level management. It has the following components - ActiveX controls for manipulating basic entities, Excel reports which can be used for what-if-analysis, Runtime repository to minimize coding efforts. Part of this project was developed in The Netherlands at the client site and was deputed for the same to The Netherlands for 3 months.

**Responsibilities**

* Understanding the system as a whole by going through the various technical documents pertaining to the product.
* Knowledge transfer on the technology used by the client (was deputed to The Netherlands for 3 months)
* Interaction with the client with respect to analysis and design of the system.
* Complete coding of the modules as per the coding standards followed by the client
* Co-ordination with client, project managers and other team members (programmers) with a view to share common useful procedures and functions and also to facilitate documentation and testing (both unit as well as integrated testing).

**Environment**: ASP, HTML, ActiveX controls, SQL Server, MS Excel, ADO.NET

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| **Client: Max Access Cyberprint Services**  |

**Project**: – Directory Management System - Developer Feb 1999 – Jun 1999

The project aims at publishing commercial directory on the net by means of providing a standard for defining the markup tags and data structure so that data can be easily exchanged online. The details of the directory which include the various types of sections, layouts and ads is maintained using forms being developed in VB. Based on the hierarchy of the tags according to the database, a document type definition is designed and an Element Definition Document is generated.

**Responsibilities**

* Involved in preparation of design documents along with other team members
* Responsible for coding and testing of modules as per standards
* Involved in analysis, design, development and testing of the application
* Involved in troubleshooting and resolving defects

**Environment**: VB, ASP, SQL Server, XML

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| **Client: Cotton Corporation of India**  |

**Project**: – Internal Audit System - Developer Feb 1998 – Dec 1998

The system has been developed for the Audit personnel stationed at the branches. The project is about auditing of CCIs various operations starting from raw cotton purchase, various processes to get lint and cotton seeds and shipment of cotton to sell in India and export to other countries and in other different activities. The system has Import/Export facility to compare audit results of purchase centers under the wing of the branch. The system has a built-in security feature in order to prevent access to unauthorized users.

**Responsibilities**

* Participated in design sessions conducted by module lead
* Contribute towards high level and low level design documents
* Developed the modules assigned as per the low level design documents
* Performed unit and integration testing of the modules
* Responsible for debugging and fixing defects raised by QA team

**Environment**: VB, ASP, MS Access, Crystal Reports

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| **Client: Cotton Corporation of India**  |

**Project**: – Administration System - Developer Oct 1997 – Apr 1998

The scope encompasses the computerization of most of the administrative activities of CCI, which are centralized and controlled by the Administration department at the Head office. These activities include purchase of capital equipment, transfer of equipment between branches, tracking of maintenance and repair of equipment, co-ordination of billings between the Accounts department and vendors, bookings for cars and conferences, sale of equipment as well as requisitions and distribution of consumable items such as stationery.

**Responsibilities**

* Worked with senior programmers and module lead in understanding the requirements of the application
* Participated in brain storming sessions about technical solutions
* Involved in coding and testing (unit as well as system testing).
* Designed and developed reports
* Involved in preparation of low level design document for development