

Shweta Gupta

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Experience Summary

- **11+** years of professional IT experience in **Project Management, Business Analysis** Maintenance, Development, **Automation** and Support in Retail Domain.
- Good experience in managing end-to-end implementation of projects in Point of Sale and Store back-office applications.
- Experience in automating various processes and support activities.
- Good understanding of Software Development Life Cycle process (Waterfall and Agile)
- Well versed with **Scrum** and **Agile** Methodologies.
- Good experience in setting up **ITIL** processes for support projects.
- Strong experience with tools like **Remedy, MS-Project, Automation Anywhere V11, CVS, VSS, GIT and JIRA.**
- Good understanding and experience in writing **Requirement, Technical, Functional** and **Design** documents.
- Good exposure and understanding in implementing web services-WSDL using **SOAP** and **Restful** protocol.
- Experience using **DB2** and **PL/SQL** as backend Databases.
- Strong Critical thinking, communication, collaboration & team building skills with proficiency at grasping new functional & technical concepts quickly and utilized the same in a productive manner.

Technical Skills

Programming	Java6, 7
Java Technologies	J2EE, JSP , JSP Custom Tags, Tiles, Java Beans, JDBC
Scripting Language	JavaScript
Frameworks	Struts2, Spring MVC, Spring-JDBC, Spring Integration , Hibernate
Database	DB2, PL/SQL
Web Services	SOAP, Restful
Application Servers	Weblogic 8/9 , Tomcat, Apache
Operating Systems	Unix, Windows XP/Vista
Tools	MS-Project, MS-Visio, Automation Anywhere V11, Remedy, VSS, CVS, GIT, JIRA

Education

- 2006, Bachelor of Engineering (Computer Science) from Apeejay College of Engineering, Gurgaon, India.

Certifications

- Professional Scrum Master 1
- Advanced Automation Anywhere V11
- ITIL Foundation
- SCJP (1.6)

Professional Experience

Walgreens – Portal Apps

Product Owner/Project Manager/Business Analyst

Aug '16 – Jun'18

Chicago, IL

Portal Apps is the collection of small applications, which are being, used store staff in the backend. So that they can see the sales data, KPI performance indicators, External Vendor Records, Product details etc. This project involved the maintenance of these applications (Storenet, KPI and COMPASS)

Responsibilities:

- Planning and organizing the project activities (Milestones, Resource and Budget).
- Manage, monitor and review of project deliverables.
- Regular updates to stakeholders on progress.
- Collaborate with stakeholders to understand the business problem statements and convert them into user stories in JIRA
- Articulated project vision and user stories in a way clearly understandable to development teams.
- Prioritize the Product backlog according to business value and stakeholder inputs.
- Convey the vision and goal at the beginning of every release and sprint to Development Teams.
- Represent the stakeholders, end users and customers to the team, answer questions, and provide direction.
- Participate in the planning meetings, reviews (demo) and retrospective meetings.
- Prepared business (BRD, Business Flow Diagrams) and functional (FRD) documents.
- Prepared System test cases and performed Systems Testing for various sprints.
- Updating agreed changes in Product Backlog and resolving bottlenecks/ Technical issues.
- Worked as subject matter expert (SME) in specific functional area(s) for assigned Scrum team.
- Identifies and prepares materials for and, as needed, delivers internal training for new features.

Walgreens – Portal Apps

Sep '15 – Aug'16

Production Support /Run Ops Lead

Chicago, IL

Responsibilities:

- Worked as Run Ops lead and implemented the run operations using ITIL Standards (Problem Management and Change Management).
- Coordination with L1 teams for support related issues.
- Training L1 and L2 support teams for the transition of new functionalities.
- Raising and executing new change requests.
- Interact with infrastructure, release management, change management, QA, DBA and application teams.
- Provide regular status reports to management on application status and other metrics.
- Collaborate with management to improve and customize reports related to production support.
- Prioritize issues raised and resolve it accordingly.
- Coordinate escalation and resolution of major service issues.

Environment:

Core Java, Struts2, SOAP/REST Web Services, IBM DB2, JMS, Windows XP, UNIX, CVS, WebSphere, RAD7, JIRA, BMC Remedy, XML

Walgreens - Nextgen POS Enhancement

Nov '11 – Sep'15

Java Developer/Production Support Lead

Chicago, IL

NGPOS (Next-Generation Point of Sale) is an application suite, which enables a Walgreens Store to operate with most of its daily activities. The primary activities include selling an item, returning an item; register the transaction, collecting data in background for sales-forecasting etc.

Nextgen POS sale is product which has been purchased by Walgreens from UK base company PCMS. Walgreens has its own Development team, which is responsible for overriding PCMS code for future enhancement, and Production fixed.

This project involved in maintaining its applications (Point of Sale, Store Backoffice and Store Configuration Module) using CORE JAVA incorporating threads, collections, SOAP and Restful Web Services.

Responsibilities:

- Worked independently and in teams designing & maintaining Point of Sale applications using **Core Java6**.
- Worked on Store Back office application using **Core Java6, Spring MVC, Spring Integration** Struts and Hibernate
- Worked on **SOAP/Restful Web service** for Data Transfer between POS and other systems as part of Integration Layer during Customer Loyalty and Western Union Send/Receive Money Programs.
- Used **JMS** to get the Store Configuration Details from Store Configuration Tool through Active MQ.
- Used **IBM DB2** as the backend database for storing the Store transaction details/Session details in Database.
- Used Log4J for logging the user events
- Maintained and Created Shell Scripts to automate processes using UNIX.
- Coordinated with Business Analysis group for requirements
- Prepared Unit test Case, System Test Cases, Detailed Design and Impact Analysis Documents.
- Used JIRA for defects management and CVS for content management.
- Analyzed production issues and monitored of application performance after new Rollouts.
- Conducted transition sessions for support group.
- Coordinating with external and internal stakeholders for critical issues.
- Suggesting and Implementing Process Improvements.

Environment:

PCMS Beanstore Framework, **Core Java**, Swing, Struts2, **Spring MVC, Spring Integration, Spring-JDBC, SOAP/REST Web Services, IBM DB2, JMS**, Hibernate3, Windows XP, UNIX, log4j, CVS, **WebSphere**, RAD7, JIRA, BMC Remedy, XML, xsd

Ultimatix- Global SPEED**Jun '09 – Nov '11****Java Developer/Production Support Lead****Gurgaon, India**

Global Speed (GSPEED) is a performance management and evaluation process of Tata Consultancy Services catering to 2, 50,000 users on the bases of balance score card.

Responsibilities:

- Worked on developing the UI of Employee appraisal Goal sheet using **JSF 1.2**.
- Worked on **Java5** for writing the business Logic.
- Worked on **JavaScript** for writing client side validations.
- Used **PL/SQL** as the backend database for storing Employee appraisal details.
- Used Web Logic 9.2 for web server.
- Used Eclipse as IDE.
- Coordinated with Business Analysis group for requirements
- Prepared Unit test Case, Impact Analysis Documents.
- Prepared **Design Documents**.
- Used Bugzilla for defects management.
- Used VSS for content management.
- Analysis and resolving production defects
- Handling a Production Support team of 2.
- Coordinating with 1L and 2L group for Major production issues.
- Causal Analysis of monthly defects

Environment:

Core Java, J2EE, JSF, PL/SQL, JavaScript, AJAX, Windows-XP, VSS, Bugzilla WebLogic, IBM Workflow Process, Eclipse

Ultimatix- TCS GEMS**Oct '08 – May '09****Java Developer****Kolkata, India**

TCS Gems application is TCS Reward & Recognition mechanism. This tool is used for rewarding of credit points to TCS associates, for their contribution towards the various aspects directly or indirectly affecting the organization's vision, mission or values.

Responsibilities:

- Worked on TCS GEMS Web application using **Core Java and Struts**.
- Used **PL/SQL** as the backend database.
- Used **Tomcat** for web server.
- Used **Eclipse** as IDE.
- Coordinated with Business Analysis group for requirements.
- Prepared Unit test Case, Impact Analysis Documents.
- Prepared Design Documents.
- Used **VSS** for content management.
- Analysis and resolving production defects

Environment:

Core Java, J2EE, Struts2, PL/SQL, Windows XP, log4j, VSS, Integrated Project Management System, **WebLogic**, IBM Workflow Process, and Eclipse IDE

Ultimatix- Integrated Project Management System**May '07 – '08****Java Developer****Kolkata, India**

Integrated project management System (IPMS) is an innovative tool developed by Tata Consultancy Services (TCS) to automate Integrated Quality Management System (iQMS). This tool consists of Project creation, Task creation, IQA, EQA and FI, Defect Management, Timesheets, Billing and other project related reports.

Responsibilities:

- Worked on TCS IPMS Web application using **Core Java and Struts**.
- Used **PL/SQL** as the backend database.
- Used **Tomcat** for web server and **Eclipse** as IDE.
- Coordinated with Business Analysis group for requirements
- Prepared Unit test Case, Impact Analysis Documents.
- Prepared Design Documents.
- Used TCS Internal IPMS tool for defects management.
- Used VSS for content management.
- Analysis and resolving production defects
- Conducted delta trainings on Enhancements in IPMS.

Environment:

Core Java, J2EE, Struts2, PL/SQL, Windows XP, log4j, VSS, Integrated Project Management System, **WebLogic**, IBM Workflow Process, and Eclipse IDE

Personal Details

Date of Birth	: 11-Aug-1984
Sex	: Female
Nationality	: Indian
Current Location	: Des Plaines, IL, USA
Work Authorization	: EAD