**CHAKRAVARTHI RAMA BANDREDDI**

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## Professional Summary

* A senior IT professional with over all exp. of 15 + years & Agile/Scrum/Kanban projects exp. of around 3 years.
* ITIL, **SAFe 4.0** Practitioner, **Scrum Certified** Professional **Scrum Master**, Professional **Product Owner**, Scrum with **Kanban certified** senior IT Professional **with prior PM exp**. in delivery management, agile project management, Stakeholder management, digital transformation Client management; Expert in end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment. Proactively monitors, manages, and reports on execution of deliverables.
* Technical Skills - COBOL,VS-COBOL II, PL/1,(PL/I), CA-IDEAL, DB2, IMS DB/DC, CA-DATACOM, CICS, JCL, VSAM, EZTRIEVE, IBM MVS/ESA, OS/390, TSO/ISPF, IBM z/OS skills, Control-M, CA-7, Librarian, Endeavor, CHANGEMAN, Xpeditor, INTERTEST, Test Director, Quality Center, File Aid, PANVALET, File Age, SNOW,RTC, BMC Remedy
* IT projects worked: New Development, Production Support, Maintenance & Enhancements, Testing (Functional, Regression and Manual Testing) and Re-engineering/Reverse Engineering projects, Technical Documentation for legacy M/F based Applications on **Agile, Scrum, Kanban & SAFe** methodologies.
* Business Domains worked - Manufacturing, Automobile, Property & Casualty Insurance, US Health Insurance, Banking & Finance specifically Cards (Prepaid/Debit/Credit), Telecom Billing and Government domains.

**Employment Summary**

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| **Organization** | **Band-Sub band/ Designation** | **Duration** |
| LEGATO HEALTH Tech.  (Anthem Inc.) | TEAM LEAD / SCRUM MASTER / KANBAN SPECIALIST | JAN/2019-Present  (Current Employment) |
| WIPRO TECH.,HYDERABAD  (thru TRIGENT Software) | Sr. Mainframe Developer | Dec/2017—Jan/2019 |
| Deloitte, Hyderabad  (thru ACS-Group) | Sr. Mainframe Consultant (Sr. Engineer) | Feb/2017—Jul/2017 |
| HELIX INTERNATIONAL (ASG-ECM Software Solutions) Hyderabad, India | Sr. Mainframe Developer | Mar/2016—Jul/2016 |
| Elite IT Solutions Inc., Springfield, IL,USA | Programmer Analyst | Apr/2014---Mar/2015 |
| Infosys Technologies, Hyderabad | Project Manager | Apr/2011---Sep/2012 |
| FIS Global Business Solutions India, Chennai | Technical Architect | Jan/2010---May/2010 |
| MAHINDRASATYAM, Hyderabad (formerly “Satyam Computers”) | Team Leader (Band-T2) | Oct/2007---Dec/2009 |
| Wipro Technologies | Project Engineer | Apr/2004---Sept/2007 |
| GE INDIA BUSINESS CENTER | SENIOR ENGINEER | Jul/2003—Mar/2004 |

Certifications:

* SCRUM Certified – Professional Scrum Master



* SCRUM Certified – Professional Product Owner



* SCRUM Certified – Professional Scrum with Kanban



* SCALED AGILE Certified -- SAFe 4.0 Practitioner



* IBM Certified -- Database Associate - DB2 v9.0 – Fundamentals
* IBM Certified -- Websphere Commerce Suite Specialist
* SUN Certified -- JAVA 2.0 Programmer
* EXIN Certified -- ITIL v3.0 Foundation Certified Professional

**Project Details**

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| **Project Name:** | E&B WGS-Billing-AM (customer management) | |
| **Client** | **Anthem Inc., USA (Wellpoint group systems)** | |
| **Role** | TEAM LEAD/SCRUM MASTER/KANBAN SPECIALIST | |
| **Organization** | LEGATO HEALTH Technologies LLP | |
| **Duration** | JAN/2019—Current Date | |
| **Team Size** | 15 |  |
| **Environment**  **With-skill versions** | Languages : | COBOL,JCL,SQL,IMS DB/DC |
| Software’s : | IBM MAINFRAME z/OS |
| Database : | IMS,DB2 |

**Project Description:**

* Taking care of WGS-Billing AM Team (Customer Management) Defects from assignment to resolution and closure using Kanban methodology of Agile framework.
* Worked as a Scrum Master in SCRUMBAN methodology, facilitating and coordinating daily scrum meetings, sprint reviews and sprint retrospectives.
* Coaching and guiding the development team and product owner as appropriate in upholding Scrum theory, practices, guidelines, scrum values & scrum principles.
* Worked as a servant leader in grooming and coaching the development team as a cross-functional and self-organizing and self-managing agile development team.
* Assisted development team in removing and resolving the impediments and bottlenecks to work flow & implemented WIP limits in pull based SCRUMBAN methodology.
* The work involves Code fixes, Data fixes, Analysis based defects/tasks & OI items
* JIRA Kanban model and BPS Team’s prioritization in Jira based on severity and priority of Rapid/Critical/High/Medium & Low severity defects/tasks.

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| **Project Name:** | BILLING & BANKING Team (Prod Supp-L2) | |
| **Client** | **CIGNA Healthcare, USA** | |
| **Role** | Sr. MAINFRAME Developer | |
| **Organization** | WIPRO, Hyderabad (thru Trigent Software) | |
| **Duration** | APR/2018—JAN/2019 | |
| **Team Size** | 14 |  |
| **Environment**  **With-skill versions** | Languages : | COBOL,JCL,SQL,CICS |
| Software’s : | IBM MAINFRAME z/OS |
| Database : | DB2 |

**Project Description:**

* This is a PS-L2 Project, for CIGNA US Healthcare client working in the B&B Team from Offshore, Hyd. for WIPRO Tech.
* Tickets related to CARBS (Cigna Accounts Receivables and Billing System) dealing with Premium (mainly Group) Billing
* Invoice Generation, AR CASH dealing with CASH Received, RC (Rate Capture) dealing with Rates, IBS(Individual Billing System) dealing with Termination & moving, SCB (State Continuation Billing) dealing with State specific regulations & AGS which is a legacy Group Billing System dealing with very large old Clients having big accounts.
* Analysis intensive complex tickets such as Discrepancy Activity Report(DAR) Errors such as ZERO Rates Entered/Rates do not exist effective from XYZ Date, Schedule-C/A Related tickets, WEB-OOB (Out of Balance) related P5,P1,P6 Type tickets, Web-Reconciliation Tickets such as Zero Billed lines, Un-billed lines/Adjustments, CASH in suspense, mismatch of due amounts at Billing Line level & subscriber level, missing Billing lines dealing with reconciliation between

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| **Project Name:** | GPCS/ASP | |
| **Client** | **HONDA of NA (USA, Mexico & Canada)** | |
| **Role** | Sr. MAINFRAME Developer/Scrum Implementation | |
| **Organization** | WIPRO, Hyderabad (thru Trigent Software) | |
| **Duration** | Dec/2017—Apr/2018 | |
| **Team Size** | 10 |  |
| **Environment**  **With-skill versions** | Languages : | COBOL,JCL,SQL,CICS |
| Software’s : | IBM MAINFRAME z/OS |
| Database : | DB2 |
| Tools : | ENDEVOR,JIRA,SAR, Lotus Notes |

**Project Description:**

* GPCS (Global Production Control System)/ ASP (Automated Supplier Payments) is a HONDA ASP -Portal Development project, for its manufacturing plants in NA covering plants in Mexico, USA, CANADA.
* I was mostly working on Mainframe Batch development projects on host side for 4 Mexican manufacturing plants HCL, GDL, MPS & MTP, on Scrum methodology using Agile framework & monthly/4 weeks Sprint based continuous iterative and incremental development projects. Participated in Sprint planning, daily scrums, sprint reviews, sprint retrospectives as part of the development team.
* Working on the Daily tasks (analysis/design/build and test) assigned to me for every sprint deliverables & strive to deliver the same by the planned date of internal demo & customer demo dates of every month for every sprint.
* Involved in Analyzing the tasks / requirements from the business which are assigned to me and designing, coding and testing of the same thru Unit/QA/System testing and raising the SMRs and package development and submitting the same for CRB Approval

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| **Project Name:** | PROVIDER-PRICING LO/POR/SSCR |
| **Client** | **ANTHEM,INC.(WELLPOINT Group Systems) US Healthcare Payer** |
| **Role** | Sr. MAINFRAME CONSULTANT (Sr. Engineer) |
| **Organization** | DELOITTE,HYD thru ACS Global Tech.(ACS Group) |
| **Duration** | Feb/2017—Jul/2017 |
| **Team Size** | 10 |

**Project Description:**

* Worked within (Provider tower) Pricing team in LO/POR/SSCR projects of WGS (WELLPOINT Group Systems) for Anthem, Inc. on Modeler & RMA POR projects and then with Pricing LO(Lights-on) team for AM/Level-2 support for defect fixing, small enhancement RTC work items, OI (Operational Inquiry) Items for all the 14 states of Anthem, Inc.
* covering EPDS1(R6/NMS) which is WEST(CA,CO,NV), ACES/NE(CT,ME,NH), CS90/CPF(NY), FACETS(Central-IN/MO/OH/KY/WI), QCARE-GA(BCBS), WMS (UNICARE) ,EPDS2 which is SSB(State sponsored business) for SC/TX/WI/OH,EPDSV2 which is Enterprise System, & CPMF(VA) to determine the Provider Allowable amount interfacing with Claims & Provider systems.
* Establishing the Member Product Mixer Keys and matching them with Provider Network & Reimbursement Pricing contracts, to finalize the matching Pricing product from Provider contract and what has been configured on the Mixer Key and its hierarchy levels with a PAR / NON-PAR indicator value or
* in case of mismatch taking the overall NON-PAR default segment as the Pricing product with which the Claim will be Rated for PAR/NON-PAR/EPO & HMO Providers. Also handled the RTC req. involving Medicaid/Medicare SSB (state sponsored business), External Pricing vendors like NETWORX for GA/VA claims for both Professional and Institutional pricing.

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| **Project Name:** | Report Migration / Document Management  (ECM)-Enterprise Content Management |
| **Client** | Multiple end Clients of Helix International Thru IBM(USA) such as  **VSP(Vision Service Plan),**  **PROGRESSIVE Insurance,**  **HCA(Hospital Corporation of America)** etc.  for their CMOD Migration projects. |
| **Role** | Sr. MAINFRAME DEVELOPER |
| **Organization** | USA-HELIX INTERNATIONAL(Premier Business Partner of IBM) Offshore-India office(ASG-ECM Software) at #301,Venkoti Buildings, Ayyappa Society, Madhapur, HYDERABAD. |
| **Duration** | Mar/2016—Jul/2016 |
| **Team Size** | 10 |

***Project Description***

* Worked with HELIX-International/ASG-ECM Software from Offshore(Hyderabad) on the Report Data Migration / Enterprise Content (Document) Management on Demand as Subcontractor for IBM’s Clients in USA, for ECM projects involving MARS server & IBM CMOD-Server & IBM’s-Content Navigator (ICN) tool;
* Responsible for the extraction / migration work on the M/F host side work for running the necessary jobs on MAINFRAME that migrate/extract the TAPE data of various report files to disk
* Decompress the archived data onto disk and send the .daf files to Windows which will use Open Cobol/GNU Cobol to generate the I,O,P,R files (index, output, pages, resources)
* These files sent to MARS Server system to generate the Generic Indexer (GI) files or ACIF Indexer (AFP Conversion and Indexing Facility) files, which will ultimately be loaded into IBM CMOD Server.

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| **Project Name:** | ICD-10 Program (Migration from ICD-9.0 TO ICD-10.0) | |
| **Client** | **DHS,IL USA** | |
| **Role** | Programmer Analyst | |
| **Organization** | Elite IT Solutions Inc., Springfield, IL | |
| **Duration** | Apr/2014—Mar/2015 | |
| **Team Size** | 14 |  |

***Project Description***

* As part of regulatory changes required for conversion from ICD-9 to ICD-10 compliance the source code has been analyzed, changed, debugged and tested in Unit, System & UAT regions for Clinical Inpatient(CI) Master, MMIS(Medicaid Management Information System) &MED-B(Medicare-Part B)
* Applications running on Batch and Online. The ICD-10 migration is applicable for both Diagnosis Codes and Procedure Codes and necessary VSAM files, DB2 Tables
* Source code changes and Online Screen Field Changes and JCL Changes have been implemented and tested for all the three Mainframe applications, which has some TELON application generator component.

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| **Project Name:** | Multiple Projects/Non-Claims Portfolio | |
| **Client** | **BCBS of Eagan, Minnesota USA** | |
| **Role** | Offshore Project Manager | |
| **Organization** | Infosys Technologies, Hyderabad, India | |
| **Duration** | Apr/2011— Sept/2012 | |
| **Team Size** | 45 |  |

***Project Description***

* Responsible for handling/managing of multiple simultaneous tracks/projects of “Non-Claims” Portfolio of BCBS,MN account in HLTIVS Unit of Infosys, right from project SOW preparation stage, Opportunity/Proposal creation, project code creation, resourcing, allocation, project planning, scoping, scheduling, defining the project milestones/deliverables, conducting review of deliverables, minimizing the rework required, metrics reporting, milestones tracking & reporting, getting the sign-off for the milestones achieved;
* Project budgeting, maintain and tracking the project profit margins, invoicing, billing,
* handling/managing project execution and day to day delivery issues, problems, dependencies, assumptions, risks, conflicts and mitigation and resolution of the same and escalation to senior & client management where warranted, regular communication and necessary coordination with onsite leads/managers of the respective tracks,
* Conducting weekly/monthly status calls with offshore/onsite project teams, tracking and controlling the project/ people issues till closure.
* Responsible for managing multiple concurrent projects / tracks such as

Govt. Provider, Private Exchange, CATS, HCRSBC, ICMS, Oracle UCM 11G Upgrade, DPM 5.0 Portal, DPM-SGE, DPM P&R Change, IRAPS,HP Rationalization, HP Exstream Enterprise Correspondence, Clinical Data Registry (CDR), Benefit Viewer, CE&O Transactional Steady State, Service Regression (SR) Testing etc. and their corresponding Change Requests/Extension Opportunities and Amendments from Offshore DC.

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| **Project Name:** | REG-E CMS Changes |
| **Client** | **Metavante Corporation** |
| **Role** | Offshore Lead for Development Team |
| **Organization** | FIS India, Chennai |
| **Duration** | Jan/2010—May/2010 |
| **Team Size** | **Project : 15** |

***Project Description***

* This is a Govt. Regulatory compliance project for Metavante’s Cardbase (CMS) Product (Cardbase Management System), Regulation E rules as laid down by Federal Reserve System for implementing
* Electronic Funds Transfer Act (EFTA) requires the limitation on the ability of a Financial Institution to assess/charge an Overdraft Fee for paying ATM & POS one-time debit transactions that overdraw a consumer’s account unless the consumer affirmatively consents or Opts In, to the FI’s payment of Overdrafts for these transactions. This regulatory rules are effective Jan 19th ,2010 with a mandatory compliance date of July 1st ,2010.
* Historically, if a consumer tried to make a payment using a check that would overdraw his or her deposit account, the consumer’s financial institution used its discretion on an ad-hoc basis to determine whether to pay the overdraft. If an overdraft was paid, the institution usually imposed a fee on the consumer’s account.
* In recent years, many institutions have automated the overdraft payment process, which reduces costs and ensures consistent treatment of consumers. Automation is used to apply specific criteria for determining whether to honor overdrafts and to set limits on the amount of coverage provided.

***Contribution***

* As the Offshore Dev. Team Lead for the project, involved in analyzing & understanding of the Business Requirements, Scope;
* Assisting the Project Tech. Lead in preparation of design documents, implementing the code changes and unit testing of screens, programs, JCLs;
* Where ever CMSe web part is involved testing of web-services and coding of necessary Mainframe programs; Regression testing of Reports, Files and other screen/web functionality.
* After the C&T phase, assisting the QA team in OPAC & OPIN testing, defect analysis, code fixes for defects raised and retesting and defect resolution, code movements thru Different endeavor regions and post implementation support.

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| **Project Name:** | FORD SWIFT Project |
| **Client** | **FORD MOTOR CO.,** Dearborn-Detroit, MI,USA &  Offshore Chennai, TN, India |
| **Role** | Application Lead for ESPS & RPMS Applications |
| **Organization** | Satyam Computers |
| **Duration** | August/2008--Oct/2009 |
| **Team Size** | **Project : 30** |

***Project Description***

* FORD SWIFT Project is the Application Porting and Cloning project for the JLR (Jaguar & Land Rover) and the IT applications migration from Ford Environment to JLR Environment,
* which is done by base lining the Appl.Code from FORD production region and using the FLASHCOPY technique copy and move the code from Baseline Envt to TestCycle1 envt within FORD envt and after performing the Data separation for JLR data and testing the applications in TC1 LPAR region,
* Copy and move the Appl. components from TC1 LPAR to TC2 LPAR on the JLR Envt (using high speed connection);
* Once the UAT testing is done in JLR TestCycle2 envt, the applications will be promoted to JLR PROD envt. The Mainframe Applications that I have worked on as part of the FORD SWIFT Project are the following:
* ESPS (Extended Service Plan System) which is used for Registration, Maintenance, Cancellation of ESP Contracts. Establishment, Modification of new ESP Department Plans and/or Options; Conversion and administration of 3rd party Contract buyouts.
* RPMS (Reengineered/Revised Parts Master System) which is used to maintain Warranty Parts info. to define the Parts that are covered by a coverage category for Claims Payment, to define CARB regulatory reporting requirements, to maintain WCC info., to maintain Claims Payment Coverage, to provide Part Master Information.

***Contribution***

* Responsible for the Prepare Phase deliverables for the two Mainframe applications ESPS & RPMS as part of the SWIFT Clone & GO process. Responsible for scheduling, conducting the SME KT Sessions for the respective applications with FORD IT SMEs.
* Responsible for preparing the day to day agenda for KT Sessions along with Application Cloning Team nd Data Separation teams based out of both at Onsite and Offshore. Responsible for filling in the information so gathered into the Prepare Phase deliverable documents.
* Responsible for coordination, communication and Review of the prepared documents and for getting the Gate Review done and final approval and signoff from the Business SMEs of both FORD & JLR and uploading the docs in TC site and common project shared drive and finally promoting the deliverable docs from Prepare WIP to Prepare Gateway.

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| **Project Name:** | WAD Project for C&W SSBS Billing system | | |
| **Client** | **Cable&Wireless UK** | | |
| **Role** | Billing Team Leader | | |
| **Organization** | WIPRO Technologies | | |
| **Duration** | May/2007--September/2007 | | |
| **Team Size** | **Project : 15** | | **Module : 5** |
| **Environment**  **(with skill versions)** | **Languages :** | COBOL,JCL,CICS | |
| **Software’s :** | IBM MAINFRAME | |
| **Database :** | DB2,VSAM | |

***Project Description***

This is a System Integration Testing project for Wholesale Access Delivery of Switched Services Billing System of Cable & Wireless, UK client.

***Contribution***

* As a team leader ,I was responsible for SIT(System Integration Testing) of SSBS Billing Systems and Team Handling; Analysis of the specifications, requirements provided by the users; Batch execution for 3 logical days(cycles) of testing including the month-end functionality testing.
* Responsible for regression testing of the financial reports using the production CDRs
* Responsible for new functionality testing by executing the Batch Cycles covering 3500 batch jobs using the Control-M job scheduler tool
* Responsible for upstream interfaces testing which are feeding data into SSBS
* Responsible for downstream interfaces testing for the data/reports generated from SSBS
* Responsible for User Interaction, Interaction with development team during Testing
* Active involvement in preparing/review process of DTP, Test cases, Test scripts, documenting of Test Results, facilitate resolution of Bugs/Defects raised in Test Director and coordination with respective stake holders in Defect Triage meetings and Re-testing of the code fixes till closure.
* Responsible for overseeing the Quality procedures related to the project.
* Acting as SPOC, for overall functioning of Billing Test Team and its daytoday deliverables, issues, conflicts, problems, risks and dependencies, and necessary communication and coordination with internal and external teams and other stakeholders and senior management.

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| **Project Name:** | Assessment & Remediation of ING Applications (ARIA) | | |
| **Client** | **ING Bank , Nederlands** | | |
| **Role** | SME | | |
| **Organization** | WIPRO Technologies | | |
| **Duration** | December/2006--April/2007 | | |
| **Team Size** | **Project : 15** | | **Module : 15** |
| **Environment**  **(with skill versions)** | **Languages :** | COBOL,JCL,CICS | |
| **Software’s :** | IBM MAINFRAME | |
| **Database :** | DB2,VSAM, IMS-DB | |

***Project Description***

* ARIA is part of the IT Controls Programme for ING's Direct Insurance applications such as "HOMES, FRESCO, GI-JUICE, PROMISS, PROLONGATIE SCHADE" which is part of the Operations & IT Banking - IT Transformation Control Programme.

***Contribution***

* As an SME for Mainframe applications, I was responsible for Analysis of the IT Controls checklist from MAINFRAMES perspectives.
* Guiding and mentoring the assessors in the preparation of questions for different

stakeholders.

* Being physically present at the time of interviewing the stakeholders, help the assessment team with the MAINFRAME related questions and interpretation of the answers and incorporating the same in the checklist and assessment reports.
* Responsible for framing of SMART action points in the assessment reports.
* Helping the remediation team with any questions related to the SMART action points and the possible solutions.
* Help the assessment team in the re-assessment of IT Controls checklist and determine the compliance of the same.

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| **Project Name:** | CAPITALONE,UK | | |
| **Client** | **CapitalOne,UK** | | |
| **Role** | Project Lead | | |
| **Organization** | WIPRO Technologies | | |
| **Duration** | August/2006--November/2006 | | |
| **Team Size** | **Project : 10** | | **Module : 5** |
| **Environment**  **(with skill versions)** | **Languages :** | COBOL,JCL,CICS | |
| **Software’s :** | IBM MAINFRAME | |
| **Database :** | DB2,VSAM, | |

***Project Description***

* Worked on preparation of System Maintenance Technical documentation (SMTD) for Capital One UK's Mainframe applications like ARIES, FALCON, TCS &TBS.
* ARIES is Capital One’s Authorization System that takes transaction authorization requests from Card Associations (VISA, MasterCard and Amex) and decisions these requests based on a number of parameters and rules to return a Response for each transaction Request of either Approve, Refer, Decline or Pick up (Retain Card)
* FALCON is a fraud detection system that works in real time in conjunction with Aries system to Detect and Report any Suspicious credit or debit card Fraud and Exposing such Fraudulent card Transactions as Lost, Stolen, Intercepted, and Counterfeit cards by employing complex models of Fraudulent Behavior(Neural Network model) together with profiles of Individual card Use.
* TCS: The Collections system of Capital One, TCS, enables to manage the collection of outstanding payments from customers.
* TBS, (The Bankcard System) is part of a mainframe software package BASS (British Accounts Servicing System) purchased from Certegy (Equifax) which acts as a credit card Account Processing system.
* TBS is the main credit card Account Maintenance system used by Capital One for handling the Daily Functioning of the Business. It is the Card Processing System handling Account, Customer and Card Information;
* TBS takes care of all the Daily Activities right from Account Creation to Managing Collections of the Accounts which have gone Bad or Dormant.
* The business functionality of TBS includes, Account Billing, Statement Production, Customer Inquiry support, and Letters. After the verification and validation of the New credit card Application is done, then the New Account is Set up in TBS system. TBS handles all the Bank Account related information like Interest-Calculations, Transaction Charging Fees, Statement Generation etc.

***Contribution***

* As the lead resource for this documentation project ,I was responsible and accountable for the following:
* Meeting and conducting technical discussions with the various SMEs and application owners and users for the specified MAINFRAME applications (Aries, Falcon, TBS & TCS).
* In the absence of any written documentation, trying to understand the application functionality by going thru source code of Programs, JCLs and CICS Screen navigation, copybooks, Db2 Tables, Input and Output files, Reports generated;
* Responsible for knowledge acquisition and knowledge sharing related to Incoming Interfaces(U/S) and Outgoing Interfaces(D/S) and Interfaces with the other External systems and documenting the same for each given application.
* Responsible for proper communication within the team and knowledge sharing with the team, monitoring and controlling the day to day activities of the team
* Responsible for User interactions, discussions with the Developers, Testers and SMEs.
* Taking Overall ownership and ultimate responsibility for the sign off of the delivered documents, by the respective stake holders.

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| **Project Name:** | EUROMS II & EARS support for 3M BELGIUM | | |
| **Client** | **3M,BELGIUM** | | |
| **Role** | Project Lead | | |
| **Organization** | WIPRO Technologies | | |
| **Duration** | April/2004--June/2006 | | |
| **Team Size** | **Project : 6** | | **Module : 6** |
| **Environment**  **(with skill versions)** | **Languages :** | PL/1,JCL,CA-IDEAL,CICS | |
| **Software’s :** | IBM MAINFRAME | |
| **Database :** | CA-DATACOM,VSAM | |

***Project Description***

* EUROMS II is an European Order Management System for managing Customer’s Order, Complaints, enquiries.
* EUROMS II deals with Supply Chain Management (SCM) for 3M BELGIUM.

***Contribution***

* As the lead resource for this production support and enhancements project I was responsible for Initial KAP and KT from other local vendors and contractors Interaction with Business Analyst and Super Users, for production related problems and problems related to change requests, remedy incidents.
* Responsible for meeting all the SLA norms, BMC Remedy incident management, problems resolution and reporting the fixes made in the Remedy tool and interaction with Datacenter staff for production moves for fixes or new change requests.
* Responsible for coordinating with the team regarding the week-end support, month-end support and critical year-end support and On-Call support.
* Reporting the issues/risks, SLA deviations and on the job learnings to the Wipro management and client management.
* Conducting and coordinating the weekly/monthly project status meetings and escalation of any issues/risks identified and discussing for the resolution of the same with the senior management.