**Jahnavi Gadde**  
 +91 9652856146 | [Jahnavi.gadde@gmail.com](mailto:Jahnavi.gadde@gmail.com)

Total experience of 10.6 years in multiple domains like Retail and Banking specializing in Merchandizing, Store Management, Warehousing, Banking(Cards and Payments). Started as an IBM Mainframe production support engineer/ developer, Team Lead, Technical Scrum Master in Infosys, Cognizant and Hexaware Technologies

**EDUCATION**

**VNR Vignan Jyothi Institute of Engineering and Technology, JNTU** Hyderabad, India

*Bachelor of Technology in Information Technology |* Percentage: 70% June, 2009  
 **Vignan Junior College** Hyderabad, India  
*Mathematics, Physics and Chemistry* | Percentage: 94% March, 2005  
  
**Sanghamitra School** Hyderabad, India

*Central Board of Secondary Education (CBSE) |* Percentage: 85% March, 2003

**SKILLS**

**Operating Systems:** UNIX, Windows.

**Language**: Mainframe (JCL, COBOL, VSAM, Vision PLUS)

**Database:** DB2, SQL

**Tools:** Tn3270, QMF for Windows, Query man, MS Visio, Platinum, Mainframe Eclipse, File-Aid, Endeavour, Jenkins, Confluence

**Production Support**: Batch and online processing of Mainframe Jobs. Fixing job failures, Scheduling Jobs, Monitoring Batch Flows.

**Testing Skill:** Good knowledge of writing test cases, test strategies, test plans and performing different types of testing. Sound knowledge in using HP ALM, Version One and JIRA.  
**Hardware:** IBM Mainframe Server

**Domain:** Retail domain - Merchandizing, Store Management and Warehousing, Banking Domain - Cards and Payments.  
**Certifications:** Microsoft Azure Administrator, Mainframe 101, Introduction to Retail, Store Management, And Merchandizing level1

**Scrum Skills**: SAFe frame work, Facilitating scrum events and coaching teams on agile standards and practices.

**Project Management:** Thought leadership, Process Improvements, Delivery Excellence, Effort Estimation, Resourcing Plans

**People Management:** Engage with diverse teams, Define team goals, Conduct appraisals, Creating training plans, Conduct technical evaluation for building team

**ACHIEVEMENTS**

* Received ‘Pride of Quality Engineering’ award in Cognizant for the year 2017-2018 for Q3.
* Received ‘Wonder Woman’ award at an Account level Client meet in Cognizant in the year 2018.
* Delegated with appreciations from client for good turnaround fix at the time of high priority issues.
* Received high appreciations on my product improvement thoughts and implementations.

**PROFESSIONAL EXPERIENCE**

|  |  |
| --- | --- |
| **Hexaware Technologies**  **Client:** Fleetcor (Banking - Cards and Payments Domain)  April 2019-Till date | **Description:**  This is an Agile Mainframe-JAVA project in which user stories from various applications of Fleetcor had to be enhanced and tested based on the customer requirements.    **Responsibilities:**   * Technical Scrum Master including project and people management * Facilitate Daily Stand-up calls to address conflicts and obstacles that occur and help implement changes effectively as per schedule. * Facilitate Scrum Planning, Grooming, Retrospectives, Backlog Refinement and Reviews on a weekly/sprint basis. * Coaching and mentoring the team on agile standards and practices like Scrum/Kanban. * Removing impediments and helping the development team create high value products. * Working with other scrum masters to increase the effectiveness of agile in the organization. * Work constantly with product owners to handle backlogs and new stories. * Review the Design strategies and end deliverables from the development and QA team. * Ensuring the sprint goals, scope and product domain are understood by everyone in the scrum team. * Proficient in using JIRA and Version ONE. * Manage quality of the process & drive process improvements * POC for escalations/project updates/client issues/risk mitigation * Sound knowledge and implementation of SAFe agile projects at Essential SAFe level |

|  |  |
| --- | --- |
| **Cognizant Technology Solutions (CTS)**  **Client:** Walgreens Co.  January 2017 – March 2019  **Cognizant Technology Solutions (CTS)**  **Client:** ACE-hardware  August 2015 – December 2016 | **Description:**  This is a Mainframe project in which Mainframe jobs from multiple EDI Transactions had to be tested according to the client/vendor/buyer requirements.    **Responsibilities**   * Team Lead comprising day-to-day activities of Project Estimations, Defect management, People management and Knowledge Management. * Involved in Designing, Developing and implementing Test strategies, Test Plans, Test cases and Test processes. * Processing all the Batch jobs in Mainframe Environment. * Leading the project which includes close co-ordination with the development team on defect review meetings * Involved in Peer reviews and preparation of RTM. * Defect Tracking in ALM and Error reporting. * Co-coordinating with onsite on the daily status of deliverables to be sent to Client SME’s for review.   **Technologies:**  IBM Mainframe: JCL, File-Aid, VSAM, COBOL, Endeavour and DB2  **Description:**  This is a Mainframe Re-platform project in which Mainframe jobs from multiple applications had to be moved to AS400 platform to be cost-effective for the client.  **Responsibilities:**   * Processing all the Batch jobs in Mainframe Environment. * Comparing the output files of the jobs from both Mainframe and AS400 environment. * Leading the project which includes close co-ordination with the development team on getting jobs ready for the QA environment. * Co-coordinating with onsite on the daily deliverables to be sent to Client SME’s for review. * Ensuring on time and 100% defect free delivery of tasks.   **Technologies:**  IBM Mainframe: JCL, File-Aid, VSAM, COBOL, Endeavour and DB2 |
| **Cognizant Technology Solutions (CTS)**  **Client**: Wal-Mart Stores, Inc.  August 2014 – April 2015 | **Description:**  This is a maintenance project in which multiple merchandising spacing applications had to be supported.  **Responsibilities:**   * Leading the project which includes minor and major enhancements, Adhoc reports and specialized tasks. * Requirement gathering, close co-ordination with all stakeholders, translating the business requirements to technical requirement, finalizing the design, development, unit testing, system testing and implementation. * Involved in all technical and functional review of project deliverables as well as creating a number of artifacts to enhance the knowledge base for the application. * Involved in many process improvements related activities. * Involved in different KT session along with grooming up new members joined in the team. * Involved in the quality related works and preparing technical/business documents for the team, preparing monthly metrics for the project.   **Technologies:**  IBM Mainframe: JCL, VSAM, COBOL and DB2 |
| **Infosys Technologies Limited**  **Client**: Wal-Mart Stores, Inc.  April 2011 – August 2013 | **Description:**  This is a maintenance project in which multiple applications had to be supported. Every individual in the team was given the ownership of the specific applications based on the technology constraints. In the initial phase of the project, we were involved in preparing the System Knowledge documents for the applications based on the knowledge transfer sessions given to us by the Development team of the applications.  As part of the maintenance, the business users raised the tickets (issues) for bug fixes or minor enhancements which they encountered while working with the application and we provided the resolutions (could be a data fix/procedural issue/code change) to them within the specified time limits as per the SLA.  **Responsibilities:**   * Involved in gathering requirements of the Merchandizing Space Planning applications both from the technical and the business point of view. * Analysis of the Batch jobs/programs coded using JCL, COBOL and DB2 in the applications to find the root cause for the issues rose by the business users and suggested the possible fixes. * Execution of the Test Cases as per the Plan. Performing regression testing * Co-ordinate with the Ticket originator and subject matter experts (SME) in the associated field when necessary which has lot of client interaction. * Tracking/ Monitoring/Processing Batch Jobs of Sustenance Issues using BMC Remedy 7.0. * Involved in identifying the potential issues which may impact the release milestone and deferring the Ticket of low priority to the next release milestone.   Maintenance Domain consultation: This role involves provides consultation to support team on Merchandizing Domain. Review the code from other designer before they submit the code in production.   * Provide technical consultancy to the designers and teams * Meetings with other Module Leads and Project leads regarding the progress of Tickets in the team and the plan for stuck issues. * Code review for Tickets in support team. * Writing the Test Cases as per the Test Plan and submitting the same in BMC Remedy 7.0. * Propose product improvement design change and implement them. Design Estimate for features and other requirements. * Support to the Wal-Mart clients on behalf of Wal-Mart for on time delivery of solutions to high priority issues (Critical issues.) * Communicate with client for the day to day work items. * Prepare the project status reports for tracking and managing the project. * Meeting and tracking the SLA (Service Level Agreements). * Conduct the RCA’s   **Technologies:**  IBM Mainframe: JCL, COBOL, CICS, EZTRIEVE and DB2. |
| **Infosys Technologies Limited**  **Client**: Wal-Mart Stores, Inc.  Dec 2009 to March 2011 | **Description:**  This was a Development project in which multiple merchandizing applications of Wal-Mart were developed with the purpose of sending valid modular to the Wal-Mart stores. Every individual in the team was given the ownership of the specific applications which were to be developed to solve the purpose mentioned above. I was assigned two modular processing applications namely ‘Modular Resolution’ and ‘Controls & Balances’. A modular in the Wal-Mart context is the blue print of how the items need to be placed at the stores.  **Responsibilities:**   * Analyzed the existing system to understand the process flow and the business rules coded in the application. Walk through of the existing design documents to gain a thorough understanding. * Coding the application on a module by module basis. * Preparing the new documentation. * Documentation of Test Plan, Test Objectives. * Preparation of Test Case files with instructions to test in lab. * Testing of each job as and when the coding is done. * Integration testing and performance testing of the all the jobs put together. * Conduct the RCA’s   **Technologies:**  IBM Mainframe: JCL, COBOL and DB2. |