

PROGRAMMER ANALYST • SOFTWARE DEVELOPER

Highly talented and accomplished Certified IT professional with five years of progressive senior management experience in Software Engineering, Programming, and Analysis. Proven ability to direct successful IT departments and technical support programs. Consistent history of reducing costs, improving efficiency, and increasing productivity. Hands-on manager with ability to lead, motivate, and coordinate technical teams and projects. Familiar with planning and supervising technology implementations and upgrades. Able to work with end users to determine requirements. Recipient of numerous performance awards. Possess a HSMP (Highly Skilled Migrant Programme) approval and an "Entry Clearance" to work in the UK.

TECHNOLOGIES WORKED ON

Mainframe, AS/400, COBOL, COBOL/400, CICS, JCL, CL, DB2, DB2/400, RPG, RPG/400, J2EE, PowerBuilder and IDBMS

AREAS OF EXPERTISE

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| ✓ Infrastructure Architecture / Planning | ✓ System Implementation and Functionality |
| ✓ Programming and Testing | ✓ Software Design and Development |
| ✓ Technical Support and Troubleshooting | ✓ Project Management and Operations |
| ✓ Leadership, Training, and Teambuilding | ✓ Quality Control and Assurance |
| ✓ Time Management and Prioritization | ✓ Superior Interpersonal / Presentation Skills |
| ✓ Problem Resolution and Decision Making | ✓ Highly Organized and Strong Analytical Abilities |
| ✓ Articulate Oral and Written Communication | ✓ Able to multi-task in fast-paced environments |

PROFESSIONAL EXPERIENCE

INFOSYS TECHNOLOGIES LIMITED ■ BANGALORE, INDIA

2003–PRESENT

A world leader in providing IT consulting and software services to the finest global organizations; offers offshore-based software services such as application development, software maintenance, internet consulting, and establishing software centers for the customers.

Senior Programmer Analyst

2008–Present

- ◆ Successful redesign, development, and deployment services for the BENEFEDS application of client Long Term Care Partners (LTCP). The BENEFEDS application provides enrollment and premium administration for the dental and vision insurance program (BENEFEDS) for federal family members. Responsibilities in this role involved requirements management, change and configuration management, release management, developing data synchronization scripts/programs and organizing the BENEFEDS system for open season 2008. Spearhead the premium administration batch module team at client location to handle various maintenance and enhancements activities. Serve as liaison between the offshore team and the client team.

Programmer Analyst

2006–2007

- ◆ Instrumental in transforming services for the CARE application of client Long Term Care Partners (LTCP). The CARE application provides all the services needed for the members of federal family, including enrollment, post-enrollment and claims administration services. Gathered requirements, designed for proposed changes, analyzed business requirements received from users of CARE application and plan for new releases of software. Evaluated project deliverables including checking of time and date stamps, release notes, and the approval and sign-off for the release to be moved to production. Promoted new releases to production including documentation for new releases, training to users. Played a vital role in the batch module during various phases of the project life cycle.

Senior Software Engineer

2005–2006

- ◆ Integrated claim module into the existing CARE application for client Long Term Care Partners (LTCP). Conceptualized a core financial module that eliminated the need of any external vendors to process claim payment and print cheques / explanation of benefits (EOB's). Spearheaded the batch team during the testing phase of the project. Actively provided 24 x 7 technical assistance for clients.

Software Engineer

2003–2005

- ◆ Streamlined the CARE application for client Long Term Care Partners (LTCP) from its current mainframe environment to an AS/400 platform. Ensured 99% precision through migration and validation of data from mainframe to AS/400. Established data migration jobs and scripts to transfer large tables within the shortest possible downtime of the CARE system. Key player in reviewing, coding, and testing of COBOL/400 program to be compatible with OS/400.
- ◆ Restructured the Automated Plan Converter (APC) for client Aetna US Healthcare (AUSHC), a bridging interface between Data Entry System (PE/RS) and the Claim Adjudication System (ACAS) by upgrading business critical programs from IDBMS to DB2.
- ◆ Designed and implemented sort logic using the "Merge Sort" algorithm to improve performance of production jobs by more than 80%.
- ◆ Objectively maintained and developed services for the Claims Reporting System (CRS) application and the Automated Plan Converter (APC) application for Aetna US Healthcare (AUSHC) client. Oversaw analysis, design, and testing of complex reports and feeds for external vendors. Provided production support for the CRS system.

MAJOR CONTRIBUTIONS

- ◆ Attained a Special Award for contribution to the BBSR Development Centre, Dec 2003–Mar 2004.
- ◆ Recipient of On-The-Spot Award for excellent contributions while working in the APC-SSP (AETAAAPC) project.
- ◆ Achieved an On-The-Spot Award for excellent contributions while working in the LTCP Re-Platforming (LTCPREPL) project.
- ◆ Developed an integrated financial module that saved the company in hiring external vendors for printing their "Cheques" and "Explanation of Benefits (EOB)".
- ◆ Honored as the Most Valuable Player (MVP) for implementing the claims system for client Long Term Care Partners (LTCP).
- ◆ Innovated concepts to maintain journals created by the operating system that saved the company in purchasing third party software; utilized these concepts to create feed files for external vendors.
- ◆ Formulated efficient and precise data migration techniques and validation scripts for migration of data from DB2 (Mainframe) to DB2/400 (AS/400).
- ◆ Improved major performance issues in production jobs and resolved major quality assurance problems.

EDUCATIONS

BACHELOR'S DEGREE IN COMPUTER SCIENCE AND ENGINEERING
University of Madras, Chennai, Tamil Nadu, India: Apr 2003

PROFESSIONAL TRAINING

- ◆ Post graduate Diploma in Computer Networking, Marshal's Point, Chennai, Tamil Nadu, India
- ◆ GNIIT Course, NIIT, Chennai, Tamil Nadu, India
- ◆ Computer Hardware Maintenance, Compu Coach, Chennai, Tamil Nadu, India

CERTIFICATIONS

- ◆ IBM DB2 V8.1 Database Associate
- ◆ IBM DB2 V8.1 Application Developer
- ◆ Cisco Certified Network Associate (CCNA) [Certification has expired]
- ◆ LOMA 280 Principles of Insurance: Life, Health & Annuities

ACTIVITIES

- ◆ Key member in organizing the college symposiums.
- ◆ Co-founder of a sports club ("Rising Star") whose purpose was to organize various sporting events for a specific community of people in Chennai (India).
- ◆ Co-founder of a cultural club called the "BBSR Club" and received an award for outstanding contribution to the development centre.