

# MRIDULA SREENIVASAN, PMP

#36 , Vaswani Whispering Palms, Bangalore 560037 | (C) 9900655900

Equipped with **22+ years (14 years in USA)** global experience, I have held several progressive, growth oriented, IT leadership roles. I have worked extensively in various industries ranging from Banking, Financial Services, Education, Government & Defense, Public Sector, Manufacturing, e-Commerce, Health Care, etc. over couple of decades for fortune 500 clients. For past 10 years, my focus has been on strategic engagements, global account management coupled with ODC growth. I focus on stakeholder value creation thru account growth/mining, pre-sales, fulfillment and delivery/operations oversight.

In addition, I specialize on team building, transformations, negotiations, organization skills, people management, technical leadership, business strategy, problem solving with focus on project quality and on time delivery within budgets. My programs range from Development, Integration, Support /Maintenance, Migration, Digital transformation in mission critical, deadline-driven and highly regulated environments across various technology platforms.

I am an active **PMP practitioner**, Trained and Certified in multiple latest technologies, Alumnae **IIT-Madras** and published several research publications during my doctoral stint in ultra-fast optics at during my research days.

## SKILLS

**BU Growth Focus**

**Global Account/Program/Project Management**

**P&L Responsibility**

**Risk Management**

**Large Account Setup/Management**

**Process/Quality Orientation**

**Engagement Planning/Growth**

**Vendor / Contract Management**

**Budgeting/Forecasting/Financial Analysis**

**Digital Transformation**

**Agile & DevOps Practitioner**

**Cross Functional Integrations**

**Change Management Specialist**

**Strategic planning**

**Strong Team Building and Leadership**

**Technology Practitioner**

**Negotiation/Proposals/Estimations/Contract**

**Recruitment and Staffing**

## ACHIEVEMENTS

- Successfully implemented **digital transformation** project across different domains with various technology stacks.
- Stepped in and lead growth in multiple accounts leading to **annuity growth** by millions.
- **Strategized** and implemented multifold growth (USD 100K to 5 M as an example of one of the accounts) as part of India South Region cutting across domains such as Banking, Education, Taxation, Manufacturing, etc. involving projects with latest digital technologies.
- Manage **concurrent large engagements** with peak revenues of over \$20M
- Planned and hosted several corporate brandings, building, team building and technology summits for large teams.
- Adopted and supported physically and monetarily multiple **social initiatives** in Maharashtra run by my family. Includes support to families in slums, medical clinics, schools, destitute homes for women in need, hostels for girls from economically and socially backward classes, etc.
- Published around 10 **research papers** in international journals/ presented in international conferences from 1990 to 1994.
- Represented Table Tennis team at **District Level**.
- Consistent **leadership** demonstration through my entire career (including General Secretary at IIT Madras through elections)
- Proud owner of Corporate Cricket team 4 years in succession leading them into Semi-finals twice

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- Strong **activist** on the women empowerment forums, On the POSH panel, Exist Panel, Part of the TechM Bangalore Location Council as the Security and Safety head.
- Shortlisted and Selected to be part of "Connect with CEO" 14-member team from across TechM globally.

## CERTIFICATIONS

- PMP (No. 417761) practitioner with continued certification for a decade.
- Certification in Web development - Boston University, MA: 2000
- Domain specialist training in various domains.
- Digital Technologies trained and certified to take on large transformations
- Over 3 dozen certifications on the Technology & Management front from classic to digital

## ADDITIONAL

- References - provided upon request.
- **US Citizen and warden to represent US Consulate for Bangalore Urban Region**

## EDUCATION

- Master of Science, IIT Madras, INDIA: 1989

## EXPERIENCE

Tech Mahindra Ltd.

Feb 2005 to Current

**Delivery Group Head** – Bangalore, India

I am in charge of end-to-end Delivery for the South region and have handled Program Management for Bangalore region previous yrs. I take care of global account management, relationship Management & Account Growth with peak revenues of multi-million dollars. Around 15 active accounts with projects across domains - Product Dev, e-Commerce, Retail, Govt. and Defense, PSUs, Banking, Financial Services, Manufacturing, Health Care, etc. Involved in winning and managing digital transformation projects in Manufacturing, Education, PSUs and Taxation Domains. My work covers strategy - portfolio/program plan, project delivery, review of estimates, commercials, solutions, proposals, contracts, negotiation, etc. I directly exercise control over P&L to attain double digit EBITDA consistently over a decade now.

### **Key Achievements (recent few):**

- 1. Customer:** Online Education Product Company **Domain:** Education
  - Winning and achieving delivery lead growth in Education Product Company where we are leveraging cutting-edge educational research and technology-based solutions approach to revolutionize how children engage in education and to ensure students learn with understanding.
  - Growth to USD > 2M annuity business from 0.3M via DLG CRs. Set up ODC for 100-resource team. Enabled TechM to step into a new Domain - Education. Innovative Hybrid Delivery, Commercial and Resourcing Managed Services model implemented to address customer requirements.
  - Key partner in implementing digital transformation across the customer products by deployment on Cloud, use of AR/VR/MR, AI/ML, Gamification for Developing and Enhancing Intelligent Tutoring System (ITS) a personalized learning content based on student response and performance.
- 2. Customer:** Global Accounting Firm **Domain:** Finance
  - Won contract and started engagement with a Global Audit firm to be a part of their digital transformation agenda and road map. Revolution to digital taxation is underway with businesses required to comply with new model of tax reporting and compliance. Developing applications for e-reporting, e-invoicing, digitization of GST compliance required by Global Tax Authorities, which will be leading to e-assessments

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and e-audits. India as a developing country is focusing on transition to digital taxation models, as digitization is a highly effective means of countering fraud.

- We have used Automation Anywhere, OCR tool IQBot for ML via training the Bot to read documents in various formats. In addition, ML used for Tax Section determination using learning Algorithms. Implemented Automation using Python and Selenium for processing Justification Reports, PAN Validation, LDC validation, Form 16 download on the Govt. Website TRACES.
- For Request on call advice application, ML implemented used NLP (Natural Language Processing) to provide the Q&A maker.
- Identified areas for possibility of RPA implementation for end customers of the Audit Firm. Resulting in Automating downloading for GST related data from the ERP systems, collecting data from invoices, POs, etc. and loading into applications.

**3. Customer:** Major Shipyard **Domain:** PSU Manufacturing

- Won large implementation and support of SAP ECC deal with a PSU. Key in winning CRs worth USD 1M for change in product from ECC to S4Hana. It is pioneering work on this space.
- Front ending and driving 5 tracks 1) Infra, 2) MDG, 3) BI, 4) SAP Impl/Support/Audit/Training, 5) Aveva SAP PLM Migration / Integration using 3<sup>rd</sup> party tool.

**4. Customer:** Global Manufacturing Company **Domain:** Manufacturing

- For a manufacturing company I ran a complex Infra engagement for upgrading/migrating 5000 OS to newer version / cloud against all odds. Good work by our team has led to repeat business, which will lead to bigger business footprint in future.
- Kick started the SAP Cloud CoE to make significant strides in their technology transformation journey.

**5. Customer:** PSU Bank **Domain:** Banking and Financial Services

Project: Implementation of Integrated Risk Management System (IRMS)

Technology: Oracle OFSAA, ETL, OBIEE, Oracle Ent DB, Java, Infra, etc.

Managed and drove this complex multi-track multi-year project involving multiple vendors and ensuring compliance with the customer norms. Managed 6tracks 1) Risk Consultation and Advisory Services, 2) Implement the OFSAA Risk Solution and related interfaces for Credit/Market/Operational Risk, 3) Hardware and Software (Supply, Installation, Integration and Maintenance) including SI Implementation and 4) DC and DR environment setup, 5) Maintenance and support including SI and OFSAA for 3 years, 6) Training

**6. Customer:** Defense Labs. **Domain:** Govt. and Defense

Managed multiple projects under this program taking the responsibility of the design and development of Electronic Warfare systems covering radar and communication frequency bands for the Indian Army, Air force and Navy.

Project: Electronic Warfare Operational Support System (EWOSS) – SANCHAY-II Web Application

Technology: Java, Vaadin Framework, Springs JPA, Springs Security, Oracle 11g, ArcGIS, Hibernate ORM, IBM Case Tools.

Designed and developed of 3 key modules EWOSS Application package, Mission Library Merger (MLM) Application software and Computer Based Tutorial (CBT). Resulting in EWOSS a computerized and networked EW Data Management System that provides a suite of tools for management, processing, storage and finally delivering the reliable and authenticated EW information to the frontline platforms for successful mission accomplishment. MLM PC, is a standalone computer running the mission library merger utility. The MLM software utility merges the emitter mission library of Category 1 and Category 2 and generates a single integrated mission library file. Supported GoLive and giving multi year support and maintenance including enhancements.

**Few Key Achievements:**

**7. Customer:** Global Energy Management Company **Domain:** Manufacturing

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Oversite of Accounts and projects managing multiyear engagement with this Global Customer. Customer business includes. Energy & Infrastructure, Industrial systems, Power supply and distribution (Industry/Residential Buildings, Data Centers)

Project 1: Wiser Cloud Services (POC),

Project 2: Migration of Wiser Home Solution from Rackspace Cloud to Azure Cloud,

Project 3: Migration of Wiser Home System from Version 1 to Version 2 in Azure Cloud,

Project 4: Support and Maintenance.

Wiser Smart Home Solution is an energy management solution provided to residential houses. Using the solution, the user can control the energy consumption, control and schedule and monitor his house with smart devices. The user can control all the devices either locally using a PC client or remotely by using the wiser smart mobile app. The user can compare the current versus the past energy consumption of his home to reduce energy cost.

Technology: Azure Cloud, RHEL 5, Ubuntu 14.04, Windows 2008 R2, SQL Server 2008 R2, RabbitMQ, Apache 2. Oversite of Account and Projects managing multiyear engagement starting with POC, cloud migration, Upgrade and Maintenance and support. Installation, configuration and patching of systems VM's, OS and SQL Server on Azure cloud. Incident and SLA 24/7 L2 and L3 Global Application/Production/Infrastructure/ Operations Support, Planning, Execution and reporting of Remote update campaigns of end user systems using the Airvantage© (M2M) solution, Execution of Load and Performance tests of all systems before and after major releases, Coordination of IT partners Rackspace, Sierra Wireless (for M2M), Microsoft (for Azure) and ATOS, End to End management of cloud infrastructure of Production, Dev and Test environment RabbitMQ, Apache and VSFTP servers environments, Release management of Applications and Systems into the cloud, Managing of Service Outages, Scheduled Maintenance and Upgrade campaigns, Providing support for the Development, Validation and Verification teams from the client side.

Project 5: PLM Migration and Data Migration

Technology: Java, BigData, Mapreduce, Hadoop

Customer is very aggressive in Merger and Acquisitions and hence requirement of PLM and other Data consolidation to the customer systems is very critical. To address this, Designed and developed tools in Java to migrate data in various formats from the legacy Systems to the Symphony (customized version of Windchill) centralized database. Mapping of metadata is very critical for uploading in Symphony. Migration taking long time Due to huge data (Terra bites range). Hence used Mapreduce (Hadoop component) to process the data reducing time drastically from around couple of days to minutes. Our Hadoop system contained 4 distributed components - 1 master, 1 slave and 2 nodes.

## 8. **Customer:** Leading eCommerce Retailer

**Domain:** eCommerce

Oversite of Accounts and project managing multiyear engagement with this leading eCommerce customer.

Project 1: HR Data Mart

Technology: SQL Server 2016, AWS, SSIS ETL, MS Power BI

We understood and analyzed the existing (Hire to Retire) workflow from Systems, Business Processes and System Functions perspective of HR Data collection in and build Data Mart from 30+ different source systems with variety of input data formats such as JSON, XML, Excel, Flat Files and SQL Server DB for better data predictive analysis of around 120+ KPI's. Designed and implemented the data extraction to target DB format, daily incremental data loads from 30+ systems into the Data Mart carried out. Automated Data quality checks for source systems data thru scripts. Set up new AWS environment for the Data Mart. Carried out support and maintenance of systems built and deployed.

Project 2: eKart Externalization

Technology: Java, Restful and Jason API, Jersey, Dropwizard, ROR and MySQL

Adopted Agile, Scrum and DevOps methodology. Built, Tested and Upgraded ekart API framework to improve their business for their preferred customer (B2C, B2B). Connected with the end customers to educate them on

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the new API framework and its advantages and migrated them to the new framework. Supported 24/7 customer and their end customers adhering to agreed contracts and SLAs.

## 9. **Customer:** Global Tea Producer

**Domain:** eCommerce

### Project: Enhancement of Web Shop Interface

Technology: Magento e-commerce platform, Colissimo

Oversite of the project to increase the availability, security and performance of customer e-commerce shops and improve customer experience. Implemented the cloud front cache at server level to achieve site speed performance by reducing from 10.8s to 2.8s approx. Completed Magento upgrade form 2.1.7 to 2.1.13 for all the customer eShops to enhance the securities layer. Enabled GDPR compliance successfully for all EU, UK shops as part of mandatory compliance for data projection and control. Implementation of Colissimo plugin for FR shop to give "Pick and Go" delivery option to the customers. Migrated SA sites into Magento e-commerce platform successfully. Content delivery network management implementation

## 10. **Customer:** Government of India

**Domain:** Govt. and Defense

UIDAI's role is to develop and implement the necessary institutional, technical and legal infrastructure to issue unique identity numbers to Indian residents. Focused oversight and management of multiple high revenue and long term project for this account.

### Project 1: BSP (Biometric Service Provider):

Instrumental in facilitating System integration and IT service for Morpho - who has proven Biometrics solution.

Infrastructure deployment, sustaining operation, continuous enhancement and optimizing service & delivery have been some of the highlights from Mahindra Satyam.

#### Project Highlights

- Setup test and production environment for proof of concept for Biometric Solution and actual Prod and DR too.
- Enrolled first Aadhaar inaugurated by Honorable Prime Minister of India Dr. Manmohan Singh
- Setup 1 Crore hardware for enrolment
- Upgraded & setup hardware and application from 1 Crore to 10 Crores transactions
- Completed 5 Crores of de-duplication checks

### Project 2: SRDH (State Resident Data Hub) Implementation:

SRDH stores the state resident KYR data. The EID-UID XML files published by UIDAI would provide the input data which would be processed by SRDH. The SRDH users have the provision to manually upload the EID-UID XML files. The SRDH users can manually insert/modify/de-activate resident data and through Resident self-service the resident can also insert/ modify KYR manually. SRDH also can be used to seed UID data in the state applications. SRDH will also expose resident data through web services which can be accessed by state applications. State department databases could be accessed by SRDH through query building utility. SRDH provides the SFTP feature to connect with Vault server. Transliteration is applicable only during organic insert and update of resident data and the local data present in EID-UID XML files will be stored as such in SRDH database. Multilingual support by default will provide a list of English and state specific Language available in dropdown across pages. Based on configuration the languages list can be extended to additional Indian Languages to be available in dropdown across pages. SRDH AUA will enable only authentication of demographic information.

#### Project Highlights:

1. Encrypted EID-UID file processing in Batch mode.
2. Application should be able to handle 1 million records inserts/updates from EID-UID mapping file per day (20 hrs).
3. UI Design for the Application.
4. File Encryption and Decryption with Digital signatures.

### Project 3: Demographic De-duplication Check and Rule Based Update

Technology: Core Java, Springs, Hibernate, SVN, Linux, SOLR, MONGO, MySQL, Restful Webservices, Jmeter for UT, MS Office (Word and Excel for reporting)

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Four Tracks: 1) Deduplication Check, Create Update Packet API, 2) Develop Rules Based Update Packet API, 3) Performance Testing of Common Search API, 4) Create Update Packet API and Rule-based update Packet API. Implemented the Demographic De-duplication check solution to find out the duplicate enrollments from the existing database for each new enrollment. Integrated DDC with Biometric API and QC tools. Created a generic middleware API for Create Update Packet and generic Mongo for finding multiple names by passing multiple enrollments reference codes/Enrollment IDs from Mongo Database. Created rule-based update packet API, which can find out the discrepancies of the Address and local languages for the same and correcting the same as a batch job. Performance testing of Common Search API, Create Update Packet API, Rule Based Update Packet API etc. done.

## 11. Customer: Indian Navy

Domain: Govt. and Defense

Customer is engaged in the development of a range of Information and Communication Systems and Security Solutions with key areas being Tactical Communication, Communication Secrecy and Information Security

Projects: Trigun and Trilink

Managed and drove project that enables Network Centric Operations (NCO) leading to better Battle Space Awareness and informed Decision Making.

Developed systems to display the global map along with the positional, navigational and operational information about own unit and other units with inputs from sensors, and intelligence. Included functionality to Transfer and correlate the plot/ information/ messages between various units in the network to produce a Unified Situational Picture. Developed Application software for integrating Trigun and LINK II systems

Carried out Requirement Capture, Overall architecture, Design and developed Maritime Domain awareness package using GIS based model and Maritime Operational Knowledge System.

Integrated Trigun with LinkII systems (CMS), Sensors/Radars/GPS

System Testing with Naval sensors, devices and engaged in onsite full time Field Support at the Naval Operational Centers.

Project Highlights: •Integrated display of Track data from sensors •Interface with on board systems (CMS) •Transfer and correlate the info with other units •GIS based system, eg. S-57 rendering • Scouting operations – searches, patrols •Record and replay •Database Synchronization across units •Multi level encryption.

## 12. Customer: 3<sup>rd</sup> Largest Hospital, APAC

Domain: HLS

Project: Cloud Based Procurement - Ariba implementation Procure to Pay

Implemented Ariba Procure to Pay module and integrated with underlying SAP ECC 6.0 using Ariba Integration Toolkit /SAP PI and integrated with Sourcing and Contract Management to centralize procurement organization with 12 Bus, 2600 Suppliers, 800000 POs Annually. Brought in increased spend under management, negotiated savings on Pharmacy, Medical Supplies and R&M Materials. Also lead to rationalized supply base and reduced vendor management cost.

## 13. Customer: Largest Global Spirits Company

Domain: Manufacturing

Project: Ariba eProcurement Implementation

Technology: Ariba 9r1, SAP ECC 6.0

To improve Source to Pay (S2P) processes for Indirect /Direct Material from all aspects, we proposed a centralized spend management solution across source to pay process using Ariba 9r1 technology. We integrating Ariba with SAP. Highly customized spend analysis report via integrating SAP and other existing systems for better decision making. Enabling suppliers and vendors for quick turn arounds. The project included Installation / Deployment of the 9r1 Ariba Buyer, Contract Compliance and Invoicing Modules. Integration of Ariba Supplier Network with Ariba Buyer and Invoice module. Integration with SAP ECC 6.0 leveraging Ariba Web Services. Master Data loads. End user training. Created the Development and the QA environment.

## 14. Customer: Global University

Domain: Education

Project: PeopleSoft Campus Solutions Implementation and Support

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Management and Oversight of requirement gathering, design, implementation, maintenance and support of PeopleSoft Campus Solutions on private cloud. Implemented 7 core modules (Campus Community, Student Records, Recruitment and Admissions, Student Financials, Gradebook, Academic Advisement, Campus Self Service) along with 5 workflow notifications, 15 custom reports, 1 external interface (Admissions) 1 Integration (General Ledger) and 3 Custom Modules (Hostel Management, Student Placements and Higher Studies). This implementation has improved efficiency, lowered cost, improved inter-departmental coordination, saves time on administrative tasks, centralized and standardized real time accurate information available to all stakeholders. Enabled forecasting and planning exercises.

## 15. **Customer:** Infant and Children Retail

**Domain:** eCommerce

Project: SAP Business Intelligence Retail Analytics Solution

Technology Stack: SAP BI

Oversite and management of the program and projects that included SAP BI POS & inventory analytics to support all analytical needs and operational needs of the category managers. Created the Dashboards & Reports for Sales & Inventory area for the End of seasonal sales, Inventory reports for Direct store delivery and Non-Direct store delivery, vendor Performance based on the Sales & Service levels, Brand performance across the different stores in India. Detailed customized Category Dashboards & Reports which included Sales & Inventory Dashboards & Reports. Analyzed the existing data models and found the performance issues. Requirement gathering from the business users for the new development Created the new data models with performance enhancement considering the future scope and business expansion Created the new sales, Margin and Inventory reports Analyzed the Customer analytics sales analysis reports to create the Dash board based on the customer, store and CRE.

## 16. **Customer:** Fortune 100 Manufacturing Company

**Domain:** Manufacturing

Project: ERP (PS) Testing, Enhancements and Support:

Oversite and managed multiyear, multi-million-dollar projects from techno functional angles to upgrade the PeopleSoft version from 8.3 to 9.1 for all regions. I.e., APAC and EMEA countries. Further drove rigorous testing of all transactions/process/interfaces from CAN, US, EMEA and APLA in HCM (Core HR, Payroll, Benefits modules) to ensure correctness, reliability, quality and efficiency. Involved in incident management and resolution and enhancements big and small once the project went live.

Project: PS Consolidation and Admin Support

Used our expertise in ERP PeopleSoft to realize a single instance integrated platform and optimize critical business processes. The Support involved PeopleSoft (HR, NA Payroll, Global Payroll with Multilingual) Application availability, Database Support for BI across geographies and across multilingual sites – Canadian French, Spanish. Regions US, Canada, APAC, EMEA and Boltons 4 different DEV/SIT/QA/Prod instances that were migrated to single Global PS System that benefitted customer in terms of revenue, infra costs, smaller maintenance and support teams. People Tools 8.4x – 8.55.21 tools upgraded using PUM and HRMS 9.1 has migrated to 9.2 using PUM22,24 for all instances. Patches and Tax-updates applied using PUM PRPs.

**Program Manager ANZ Bank – Bangalore, India**

**Domain:** Banking & Financial Services

**Jan 07 to Sep 09**

ANZ-OT is the Captive Center in Bangalore for ANZ Bank. Lead the Program across geographies as Customer Facing Delivery/Engagement Manager located at customer premises. Program constituted of multiple projects in T&M and FB delivery models. Some of the key areas engaged in - Application Development and Maintenance Services, Application Testing Services, Enterprise Business Solutions, Infrastructure Management Services, Cards Development, Support and Testing Systems, Data Warehousing, ERP implementation and support, Legacy Mainframes (AS400) support and maintenance etc.

### **Key Achievements:**

- ✓ Took end-to-end ownership to cover delivery, sales, competency perspective that lead to growth of account to reach annuity revenues of USD 5m in a short span of 1 yr.

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- ✓ As an onsite Delivery/Engagement Manager, enabled Satyam to gain preferred vendor status beating several tier one competitors to grow from 20-resource team to over 150 resources.

**Sr. Technical Consultant Architect Bear Stearns - NJ, USA Domain: Banking & Financial Services Feb 05 to Dec 06**

Worked as a key Consultant on BearStearns.com which is the main website of Financial Services Company Bear Stearns which hosts financial information for internal/external users for various lines of businesses ranging from equities, fixed income, foreign exchange, private client services, etc. This is actively used by users like brokers, clients, employees, etc. with high site traffic.

**Environment:** Java, Java Script, HTML, XML, SQL\*Plus, PL\*SQL, Web logic Portal, Eclipse, Clear Case, Solaris, HP UNIX, SUSE Linux, WINDOWS 2000, Web logic, J2EE, Portlets, Apache, BV, Tomcat, Blade runner, Verity, Epiphany, etc.

## Key Contributions:

- ✓ On site Project Lead Consultant responsible for Release Management, Portal Development Projects and daily Support. Liaison between the client and consulting teams in a highly political environment that needs extraordinary people skills and extremely appreciated by both sides.
- ✓ Involved in SDLCs for Foreign Exchange, Fixed Income Transaction Portals. Instituted rigorous quality control process to improve the production support for these portals almost effortless and this significantly reduced the portal downtimes.
- ✓ Successfully managed the release management project via consolidating/tracking/building code/version control/deploying change controls/bug fixes/enhancements from various internal/external teams working on bearstearns.com and its subsystems like TPAS, AEI, Publishing, CRM, etc.
- ✓ Spearheaded 24x7 Support projects of Bearstearns.com and its subsystems which involve requirements/support analysis, change control tracking/documenting, implementation of approved enhancements, release management, bug fixes/tracking and QA.
- ✓ Involved in gathering Business Requirements and Technical Design and Development of new initiative named 'Unified Portal' for Bear Stearns.

**State Street Corp., Westwood, MA, USA Domain: Financial Services**

**08/2000 to 02/2005**

## Project Techno Lead LCCS:

**Description:** LCCS handles Local Market Messaging, Transaction matching, Transaction Settlement and Transaction augmenting to meet Local data needs for Canada and UK markets.

**Environment:** MQSI, NEON, CORBA, Swing, Apache, JBuilder 7, Rational Rose, ClearCase, Clear Quest, UNIX, Oracle 9i.)

## Key Contributions:

- ✓ As the PM fast tracked the upgrade of messaging service from NEON 1.1 to MQSI 2.1. Coordinating between LCCS and MQSI groups. Implemented the code changes required on both sides and integrating the two systems. Implemented a rigorous quality control process to test different message formats carrying transaction information. Created and executed schedules and completed the project on time. This automation project significantly reduced the processing cost/ transaction for State Street.
- ✓ Lead the initiation process, business/requirement analysis, providing business/technical solution and functional specifications for LCCS systems for German and Japanese markets.
- ✓ Managed the 24x7 production support and maintenance of LCCS with extensive requirements analysis, change management, enhancements, release management, bug fixes/tracking and QA.

## Project Lead GTRS:

**Description:** Global Tax Reclamation System (GTRS) runs on Win 2000 server and calculates reclaims and tracks them. It includes GIFT module to create reclaim forms. The regulations and forms vary drastically from country to country and keep changing. Residencies and reclaim countries require to be added and treaty rates modified accurately as a part of ongoing maintenance of the system

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**Environment:** J2SDK 1.4, J2EE [Java Mail, JDBC]), WinNT/2000, Oracle 9i, VB Script, Rational Rose, ClearCase, Clear Quest, JBuilder, etc.

## Key Contributions:

- ✓ Successfully managed multiple short projects that involved vendor (GOAL), various business client groups, developers and upper management as a liaison between them.
- ✓ Coordinated and managed the initiation process, business/requirement analysis. Also provided effective business, functional and technical solutions for business-critical projects such as Mantissa Reclaim Report fix Multi-beneficiary Reclaim processing, Reclaim Import process, etc.
- ✓ Suggested and implemented automation for manual intensive work for the GTRS business that resulted in reduction of errors, enhancing accuracy and huge reduction of operating costs. Directed development teams in upgrades (WinNT to Win 2000), coding, documenting and implementing business critical projects and enhancements involving Multi-beneficiary, reclaim importing/reporting modules, new form creation using GIFT module, Fund Group Reporting, Import Manager Service, etc.
- ✓ Lead the 24x7 production support team for GTRS.
- ✓ Managed and coordinated with several stakeholders to setup a full-fledged disaster recovery (DR) setup for GTRS. This was the pioneer in a Win 2000 environment for entire State Street. This entire project came out with flying colors and regarded as the model for future DR projects.

## Sr. System Analyst/Developer NRA Tax Systems:

**Description:** New tax withholding regulations for US Non-Resident Alien (NRA) had been issued by the IRS and is effective 1/1/2000 and these regulations change often and compliance is mandatory. To comply with the new regulations and ensure accurate withholding and reporting, NRA Tax System application was designed and implemented to support Global Tax. The system is developed to maintain accounts, process withholding, enable year end allocations and 1099/1042S reporting to the IRS.

**Environment:** Rational, Inprise, CORBA, Visibroker4.0, Java (JDBC, JFC-Swing, jdk1.2, 1.31.4), UNIX, Oracle 8.1.6., JBuilder 3.5, PVCS, etc.

## Key Contributions:

- ✓ Involved in and lead teams in technical analysis/designing/planning/developing and implementing various modules of the NRA Tax system. Participant/Pool Tax Allocation process, Backup Withholding Processing, Year End Allocation Processing System are some of the modules developed under tight deadlines set by the IRS.
- ✓ Actively involved in 24/7 production support and maintenance of NRA Tax System which involved requirements analysis, change control tracking/documenting, implementation of time bound, mandatory requirements from IRS, release management, bug fixes/tracking and QA.
- ✓ Lead a team of developers to upgrade entire NRA Tax Application from java 1.3 to 1.4 along with Inprise App Server and CORBA

**One Shield Corporation** - Burlington, MA, USA

**Domain:** Insurance

**06/2000 to 08/2000**

## Senior Software Engineer:

**Description:** Oneshield.com is an online Insurance company. The website caters to users providing various kinds of insurance online. The entire process is automated, without any human intervention. The web application was initially built using Inprise app server and then migrated to Web Sphere.

**Environment:** Rational Rose, J2EE, Inprise, EJBs, JSP, RMI/IIOP, JDBC, Servlets, UNIX, Oracle, Web Sphere, PVCS, JBuilder 3.5

## Key Contribution:

- ✓ Independently created the Logger System for the web application which enables the clients to securely login to the website. Analyzed requirements and created a UML model using Rational Rose and used engineering facility to generate the skeleton code.

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ATC – Detroit, MI, USA

Domain: Manufacturing Auto

04/1996 to 01/1998

## Systems Analyst/Developer Intern

**Description:** ATC is an IT development center, which created various modules and systems for Auto companies.

**Environment:** UNIX, Oracle Design2K & Dev2k, Oracle Financials Suite, PL\*SQL, SQL\*Plus, PVCS

### Key Contributions:

- ✓ Analyzed user requirements and designed a comprehensive Sales, Marketing, Distribution and Personnel tracking system using Designer 2000.
- ✓ Developed deliverables on time with acceptable quality using Developer 2000 and provided technical direction in design and delivery of roughly 12 modules of various mixes and complexities.
- ✓ Created an Oracle database and the user Interface was implemented using multiple forms interacting with each other and the database using Oracle Forms 4.5. Oracle Reports 2.5 used to create pay slips, receipts, order forms, invoices, etc.
- ✓ Analyzed user requirements and build accounting applications using Oracle Financial Suite. This project covered COA define/setup, GL, AP, and AR modules. Also, it covered the interfaces from other systems to bring financial data in the core new system. Reporting both standard and custom were created with appropriate frequency for stakeholders.

Indian Institute of Technology Madras - Chennai, TN, India

Domain: R&D

06/1989 to 12/1993

## Senior Project Associate R&D Ultrafast Optics:

**Description:** To carry out experimental/theoretical studies of rare earth doped fibers lasers and train a team of junior research fellows with the same expertise.

**Environment:** UNIX, FORTRAN, C, SQL, etc.

### Key Contributions:

- ✓ Designed and developed simulation software using FORTRAN and C on main frame and conducted demonstrations and provided training on custom developed systems to the clients.
- ✓ Maintained and enhanced custom software programs as required and migrated simulations across various platforms (UNIX and Client/Server).
- ✓ Mentored and trained junior researchers/programmers in the development /enhancement of systems in compliance with various specifications.
- ✓ Documented and published theoretical and experimental papers in the international journals, and presented them in conferences.

## Project Associate R&D Ultrafast Optics:

**Description:** Ultrafast Optics Project - Carry out experimental/theoretical studies of rare earth doped fibers lasers

**Environment:** UNIX, FORTRAN, C, SQL, etc.

### Key Contributions:

- ✓ Analysis, design, development, implementation and support of simulation systems involving different types of Lasers.
- ✓ Troubleshoot resolved several scientific problems, and wrote computational solutions using Mainframe/FORTRAN.
- ✓ Constructed and studied various types of fiber lasers and compared them to the numerical simulations in an effort to obtain optimum experimental results.