

# GNANAMUTHU

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## CONTACT

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## PORTFOLIO

### Linkedin

<https://linkedin.com/in/gnanamuthu-jaganathan-a8551593>

## SKILLS

- Salesforce
- Vlocity
- Avaya Orchestration Designer
- Oracle
- SQL
- C# .Net
- WCF
- Rest Services
- Apex
- Lightning Components
- Visualforce
- IVR
- Avaya Aura
- Avaya Experience Portal Manager

## INTERESTS

- Agriculture - Working as Farmer
- Keen Follower of Cricket

## LANGUAGES

Tamil

English

Kannada

ASSOCIATE OF PROJECTS

## EDUCATION

Jul, 2009 to May, 2012  
**B.Tech Information Technology**  
Kumaraguru College Of Technology

Jun, 2007 to Apr, 2009  
**Diploma in Information Technology**  
Sri Ramakrishna Mission Vidyalayala Polytechnic College

## EXPERIENCE

Sep, 2012 to Present  
**OVERALL: ASSOCIATE OF PROJECTS**  
Cognizant Technology Solutions India Limited

May, 2019 to Present  
**CURRENT PROJECT: SALESFORCE AND VLOCITY DEVELOPER**  
Cognizant

Working on migration of Dotnet portal applications to Salesforce CRM

Jan, 2020 to Present  
**CURRENT PROJECT: IVR AVAYA DEVELOPER**  
Cognizant

working as Developer and Maintaining the 8 applications for US client with 5 members Team

## PROJECTS

### HEALTHCARE - EMBLEM HEALTH

Emblem Health is more than an eighty-year-old not for profit health insurance organization providing custom health care plans to more than three million families with affordable cost at every age and stage.

Emblem Health provides customer service over phone, online and in person coordinating with their leading technology partners ensuring "Health plans for now and life" with their values of Excellence, Care, Partnership, Diversity and Agility.

#### Roles & Responsibilities in Project

- I was involved in architecture design for moving Portals and Survey applications from legacy to Vlocity. I am working on Apex classes, Triggers, lightning and batching.

- I am working on the provider portal cards, templates, Omni scripts, Data raptors and Integration procedures.
- I am the only Vlocity and Salesforce certified resource responsible for cross training junior resources in Salesforce.
- I am the POC for Oracle migration for the applications in my tower (IVR, EASWS, Client letter, Member Portal, Provider Portal, Provider Directory and mobile application for EmblemHealth consumers, Providers, Brokers and Agents.)
- I am the single point of contact for business in weekly meetings for 8 applications in my tower which will have approximate of 10 tickets per week.
- I have worked in crisis situations like P1 and P2 tickets by coordinating multiple teams in the call and brought to closure.
- I have also worked in PPMS, production support, requirement gathering, deployment and configuration changes.
- I am coordinator for migrating all the production servers to Unix and windows 10 for entire DotNet tower. Total of 30 servers and 75 applications & Services.

#### My Contributions:

- I was working as PPM enhancements lead and ATO for 2 years for whole DOTNET Tower. Implemented around 100 PPMs for Production.
- I have created a job to automate Bulk registration whenever a Agents is requested. This helped our tower in reducing the ticket inflow by 20 ticket per month.
- I have proactively trained 3 resources on Salesforce and Vlocity
- I have migrated the Emblem Enet site for internal employees.
- I have handled the All EH IVR applications development and Cloud migration from all legacy servers, Avaya production to N version.
- I proposed an idea to business, which is accepted and appreciated by business. My idea reduced the delay between business and its clients by sending due reminder mail directly to client automatically. Earlier it was required by business to trigger from application and also it required free manual process
- *Software used: Salesforce, Vlocity, visual studio 2013, 2015. Oracle. WCF, REST, TFS, SVN*

### **UHG MEDICARE AND RETIREMENT PORTALS**

United Health Group offers a broad spectrum of products and services and operating businesses such as best plans, drugs, dealing with pharmacies, brokers support and customer handling.

Ovations is one of the most important wing among them, dedicated for providing innovative health and well-being solutions that help senior Americans achieve healthier and more secure lives.

United Health group serves clients & consumers through two distinct platforms:

**United Healthcare** – Provides health care coverage & benefit services

**Optum** – Provides information & technology enabled health services

Contracts directly with more than 1 million physicians, care professionals, 6,000 hospitals, and other care facilities nationwide. United Healthcare is one of the businesses of UnitedHealth Group (NYSE: UNH), a diversified Fortune 50 health and well-being company.

### **ROLES AND RESPONSIBILITIES IN THE PROJECT**

#### **Application Availability and Incident Management:**

- Worked as a **SME/Team Lead** for seven applications in M&R portals. **HPSM and Service Now** – Handled Incidents, change tickets on priority basis and met SLA.
- Provided technical support for Ovations Client and Distribution Portals for high priority incidents and service management.
- Worked on migration of two legacy web portals to new CQ5 UI. Used **App Dynamics, Dynatrace, New Relic** and **DCRUM** tools to monitor application performance.
- Organized and resolved warroom (Priority 1/2) calls immediately when paged and provided technical support for vital business functionalities.
- Used **HPBSM tool** with Load runner scripts to monitor the vital business functionalities. We used to maintain and update the scripts based on the functionality changes up on every month project releases.

#### **Enhancement and Problem Tickets Handling:**

- As a problem ticket lead (SWAT team), handled the monthly releases with new enhancements, code bugs, UI changes, Widget changes. Communicating with clients about the problem tickets/Managed the weekly review calls. Deployment plans has shared to business and involved them in UAT in all releases.
- Maintained the code in **SVN and GIT**. The build happened in the **Anthilpro** for every commit. Based on the successful build, we have deployed the code. Used **HP Fortify** tool to run scans on code, identified vulnerabilities and fixed them.

#### **Peak Season readiness and availability:**

- Part of peak season preparation worked with all third party vendors, collected the details of their changes, avoided the impact, and maintained the 99.75% of availability. Organized the server maintenance/Patching, Enhancements, Support and troubleshoot production implementations.

#### **Automation Tools:**

- US Healthcare members are accessing the Medicare Advantage (MA), Medicare Advantage Prescription Drug plan (MAPD) and prescription drug plan (PDP) through the portal applications. The coverage and benefits details are updated on weekly/monthly basis by the business. Business will provide the Excel files for the benefits. Every week, team member needs to update the records based on the files.
- I have automated the files processing and database load using the java based tool. It has been pick the file from business servers, then converted excel to text file. Created the oracle job to pick the file and load it to database. It was helped to real time update from business to customers.
- Created the monitoring scripts for the web services using the load runner and portal functionalities scripts created using selenium web driver and load runner. It was helped to identify the issues and fixed at the earliest.

Software used: Java 1.6, Spring Web Flow 2.5, JSP, Servlets, WebSphere 7, Apache tomcat, SVN, GIT, Anthil Pro and Log4j.

## **CERTIFICATIONS**

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Jul, 2020

**Salesforce Platform Developer I**

Salesforce

Oct, 2020

**Vlocity Platform Developer**

*Vlocity University*

## **ACHIEVEMENTS**

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### **ASSOCIATE OF QUARTER Q1 - 2020**

Received the award for trained the 6 resources on c# .net applications and also provided training on Salesforce and vlocity.

Delivered 2 critical PPM enhancements for Jan 2020 enroll members within short span of time.

### **BEST CLIENT TEAM AWARD - 2019**

Received the best team award in Emblem for providing high number of enhancements on Member/Providers and Oracle migration to new version.

Implemented the new IvR options to chase bank payment transfer. All CCI applications payment modules moved to our team from vendor.

### **ASSOCIATE OF QUARTER Q4 - 2016**

Worked for single POC on online enrollment period of 2016 and readiness process for all portal application. I have set the benchmark for avoiding the issues in OEP period.

Received the "Best Associate of Q4 2016".