**VISWAPRAKASH Y**

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**Technology Innovation Leader | Solutions Architect |POPM| Agile Delivery Expert**

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A seasoned IT professional with over 20 years of global experience, recognized for delivering transformative technology solutions across Information Technology, Data Analytics, Cloud Architecture, and Enterprise Systems. Proven expertise in leading large-scale, cross-functional projects in domains such as Supply Chain, E-Commerce, Healthcare, ERP, and CRM, with deep experience in digital modernization, SDLC acceleration, and AI-enabled delivery models.

**Career Highlights & Achievements:**

* Successfully led a **$5 million** digital transformation program for a major health insurance client, managing a cross-functional team of **30 offshore and 10 onshore** **consultants** to drive enterprise-wide modernization and strategic outcomes
* Generated additional revenue for a health insurance client by accelerating insurance enrollment processing and enhancing customer experience, leading to improved retention of high-value members
* **Received Design Patent for a Computer device (powered by AI) for health insurance**
* Spearheaded **innovative AI-powered accelerators** to reduce time-to-market across the SDLC—leveraging tools like **GitHub Copilot, Microsoft Copilot, and ChatGPT** for Product Features, user story creation, test case design, and test data generation.
* Led pre-sales and solutioning efforts to successfully convert a **$1 million pipeline across ERP, Salesforce, ETL, and Azure capabilities**, driving account expansion and delivering high-impact, multi-platform solutions to enterprise clients.
* **Managed and mentored multi-geo teams** across time zones, aligning technical execution with business strategy through effective coaching and development planning.
* Guided the **end-to-end product lifecycle** from concept to retirement, owning solution delivery, backlog refinement, and stakeholder satisfaction.
* Led **presales engagements, POCs, and product demos**, developing strong client relationships and contributing to revenue expansion.
* Involved in the creation and review of **SOWs, project plans, budgeting, and resource estimation**, ensuring alignment with enterprise KPIs.
* Delivered projects using **hybrid and Agile models**, ensuring regulatory compliance in supply chain and fleet management domains.
* Resolved team impediments and collaborated with other Scrum Masters to improve Agile effectiveness across the organization.
* Experienced in preparing **BRD, FDD, ERD, sequence diagrams, process flow charts, use cases**, and interactive **wireframes** to translate business needs into technical solutions.
* Closely collaborated with consultants and stakeholders to design and implement systems aligned with organizational goals.
* Demonstrated ability to elevate teams to **high-performing levels** by identifying skill gaps and executing structured coaching programs.
* Hands-on experience in **end-to-end QA**, including **test scripts, test data, test planning**, and complete **defect lifecycle management**.
* Ensured successful product transitions through **development, QA, production deployment, and post-production support**.
* Known for exceptional **client interfacing, stakeholder coordination, and cross-functional leadership**, fostering long-term partnerships and win-win outcomes.
* Implemented **risk mitigation strategies and cost-control measures**, ensuring project viability and resource optimization.
* Proficient in **MS Project**, JIRA, and various project tracking tools for transparent reporting and precise forecasting.
* Demonstrated flexibility in adapting to diverse technical environments, business cultures, and regulatory landscapes.

**SKILLS**

Operating Systems Solaris, HP UX11i, IBM AIX, Linux, all Windows flavors

Cloud platforms AWS, Azure

Reporting tools MS office (Word, excel, PowerPoint and Visio) Power BI, Jira, confluence

Databases Oracle, DB2, MSSQL, SOSQL

B2B (EDI/XML/CSV) Babelway,B2B Gateway

Languages SQL, SOSQL

Software & Tools IBM Information server, Informatica DX, MDM, Salesforce CPQ, AWS

ERP Packages JD Edwards 8.1.2, E9.0/E9.1 & 9.2

Utilities putty, WinSCP, cron, ftp, sftp, mft, rdp, SQL Developer, TOAD

**WORK EXPERIENCE**

Aug 2022 to Till date Onsite delivery Lead/Architect, TCS USA

Oct 2020 – Aug 2022 Product Owner/ Solutions Architect, Onstak Inc

Jan 2015 – Oct. 2020 Business Analyst & PO / Solutions Architect, PCBApps LLC

Jun 2009 – Dec 2014 Software Consultant, IBM India Private Limited, Hyderabad, India

Jun 2007 – May 2009 Senior QA Engineer, Packetmotion (acquired by VMware), Bangalore, India

Apr 2005 – Jun 2007 QA Engineer, ECMI Software Private Limited (now Entercoms), Pune, India

**Professional Reference:**

* 1. **Muhammad Haq, CEO**
  2. **Rahul Shah, Product Manager**

**EDUCATION:**

**Master's in Computer Applications (M.C.A),** Bangalore University, Bangalore, Karnataka, India

**PROFESSIONAL CERTIFICATIONS**

* Certified SAFe6 Product Manager/Product Owner
* Scrum Master Accredited Certification
* Certified IBM Pure Data System for Analytics
* IBM Certified Database Associate
* Salesforce.com Certified Administrator
* Salesforce.com Certified CPQ Specialist
* Certified supply chain Associate

**Work Authorization:** H1B Visa with Approved I-140

**Major Projects:**

**TCS, USA**

**Client: Metlife** Aug 2022 to Ongoing

**Project 1:**

Database Environment: Oracle 12C, DB2, BIGDATA, Salesforce DB

Environment Informatica PC, MDM, B2B DX, MFT, Az Devops, Azure Synapse

**Reporting tools: Qlik Sense, Cognos**

MetLife, Inc. is the [holding corporation](https://en.wikipedia.org/wiki/Holding_company) for the Metropolitan Life Insurance Company (MLIC), better known as MetLife, and its affiliates. MetLife is among the largest global providers of insurance, [annuities](https://en.wikipedia.org/wiki/Annuity_(US_financial_products)), and [employee benefit](https://en.wikipedia.org/wiki/Employee_benefit) programs, with 90 million customers in over 60 countries. The firm was founded on March 24, 1868. MetLife ranked No. 43 in the 2018 [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500) list of the largest United States corporations by total revenue.

**Solution Architect Data Analytics**

* Involved in end-to-end architecture design for MetLife’s data ingestion and transformation platform serving over 12 million U.S. insurance customers.
* Involved in designing a scalable, event-driven architecture leveraging Azure DevOps, Synapse, Oracle 12C, DB2, Big Data, Salesforce DB, Informatica PowerCenter, and B2B Data Transformation tools.
* Involved in building a frictionless data ingestion pipeline to cleanse, standardize, and map various input feeds to a universal identifier in the CDP and ingest into the data lake.
* Developed a highly configurable data mapper and parser, standardizing multi-format inputs (EDI X12, XML, CSV) into a canonical model aligned with HIPAA standards.
* Spearheaded cloud-based B2B integration, modernizing MetLife’s data processing capabilities with real-time customer order updates.
* Collaborated with Product stakeholders, Architects, and BAs using interviews, document analysis, and surveys to gather and refine business requirements.
* Involved in Product Stakeholder feedback meetings.
* Created business and technical specifications for Informatica and B2B Data Transformation components based on EDI inputs.
* Led test data creation and provided support for unit, functional, APA (performance/load), and UAT testing.
* Leveraged AI tools (GitHub Copilot, Microsoft Copilot, ChatGPT) to streamline Product Features, user story creation, test case design, and test data generation.
* Shared architectural frameworks via TCS knowledge-sharing platforms, influencing enterprise-wide event-driven architecture adoption.
* Recognized as a center of excellence contributor for regulatory-compliant insurance data modernization.
* Conducted POCs and product demos to drive real-time architecture adoption and secure client buy-in.
* Maintained ongoing stakeholder communications, aligning technical solutions with business priorities.
* Explained business/EDI-related enhancements to development and DB teams for successful implementation.
* Achieved 98% reduction in data discrepancies, dramatically improving data quality across ingestion pipelines.
* Increased customer satisfaction by 25% and improved insurance plan processing speed by 40% (as per internal MetLife dashboards).
* Independently generated and closed a $100K opportunity, expanding the MetLife-TCS strategic partnership.
* Managed and supported data ingestion, transformation, validation, and deployment across Dev, QA, and Production.
* Defined features, solution requirements, and phases for cloud and on-prem insurance applications.
* Created transformations and workflows for employment-based insurance services.
* Worked on EDI enhancement/change requests (e.g., NYS trading partners) and setup of secure file transmission and certifications.
* Delivered functional and post-production validation support, ensuring system reliability.
* Managed two offshore Scrum teams (20+ members) and actively participated in all Agile ceremonies (planning, daily stand-ups, reviews, retrospectives).
* Achieved 30% reduction in delivery timelines through effective sprint planning and impediment resolution.
* Mentored team members by identifying skills gaps and aligning upskilling plans with roadmap needs.

**Stone and Leigh, NC**

**Client: Stone and Leigh** Oct 2021 to Aug 2022

**Project 2:**

Database Environment: Oracle 12C

Environment Informatica B2B DX, Salesforce, JD Edwards Enterprise 9.1

Reporting tools Bi Publisher

The Stone & Leigh brand brings a unique offering to the market of high-quality case goods, youth, and upholstery.  Stone & Leigh is crafted and built with more than 90 years of furniture experience. Stone and Leigh’s dedicated team of experienced furniture professionals provides high-quality, sustainable, comfortable products at a great value.  Stone and Leigh’s products are sourced and manufactured both globally and domestically, with domestic manufacturing headquarters in Morganton, NC.

**Onsite Lead / Solution Architect**

* Involved in Project and Resource planning
* Tracking the project progress and providing the Weekly and Bi-weekly updates
* Manage the team of 25 people across the USA, India, and Mexico
* Collaborated with Product stakeholders, Architects, and BAs using interviews, document analysis, and surveys to gather and refine business/Product requirements.
* Involved in Product Stakeholder feedback meetings.
* Elicited the business requirements for the project using One-On-One Interviews, Document analysis, Surveys, JAD sessions, and used the standard template of the organization to develop requirements.
* Worked with Product Managers to prepare the Backlog for Refinement by breaking down larger User Stories, resulting in improved Sprint Planning sessions.
* Analyzing and gathering the business/EDI requirement from agency/terminal/depot and create a business and technical specifications for Migrating to Informatica B2B DX
* Worked on EDI X12, XML, CSV transformations migration to Informatica B2B DX
* Worked on trading partners EDI On boarding (Wayfair, Sam’s Club, Caddies and BBB)
* Worked on Setting up secured File transmission and certification process with all Infra stakeholders.
* Worked on Quote to Order interface using EDI.
* Explain the function/business/EDI related enhancements/clarifications to Development and DB team.
* Built the Configuration, BOM. Routing data
* Migrated Pricing/Advance pricing into Configurator for all Make to Order SKUs
* Built a portal that integrates with CPQ and render the Pricing information for MTO Quotations
* Worked on Quote to Order interface using EDI.
* Explain the function/business/EDI related enhancements/clarifications to Development and DB team.
* Translates business requirements to System/Functional requirements and passed the requirement to application developers.
* Participated and organized daily stand-up meetings (scrum call), Retrospective meetings, Sprint review and sprint demo.
* Created standardized data definitions and developed data dictionary for migration/integration effort and worked closely with production team to resolve migration issued.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Performed Data Analysis by comparing different XML files and running SQL queries.
* Configured Business Process Security Policies for Business Processes like Advanced Compensation, Benefits, Unions and workforce planning.

**Vlrportal.com**

**Client: VLR LLC**  Oct 2020 to Oct 2021

**Project 3:**

Database: Oracle 12C (Source), Amazon Aurora

Environment , AWS, JD Edwards Enterprise 9.1, NodeJS, Angular

Dynamic web portal works for the Vendors and trading partners to access various business documents (Order Acknowledgements, Shipment notifications, Credit and debit memos and Invoices digitally. Also, the portal provides the Inventory levels in Realtime, so that trading partners can forecast and plan the supplies. Incorporated Customer/vender-based access So that customer can have individual personification and preferences maintained.

**Onsite Lead / Solution Architect**

* Manage team of 25 people across USA, India and Mexico
* Involved in Project and Resource planning
* Tracking the project progress and providing the Weekly and Bi-weekly updates
* Involved in requirements – typically as user stories and epics
* Maintained and prioritized the product backlog
* Participated in daily scrum meetings, planning, reviews and retrospectives
* Worked on high-level requirements
* Translated business strategy into product strategy
* Worked on product roadmap
* Built a Secured integration between on premises system (ERP with Oracle Database) and Cloud (AWS) Which presents the real time Inventory levels for all the suppliers
* Worked on Creating End points, Parsers
* Executed product strategy
* Driven action throughout the organization to get products to market
* Involved in Plan and carry out product launches
* Managed product profitability and commercial success – own the business case
* Provided insight to stakeholders on the product and market
* Provided product marketing with insights on key differentiators and messages
* Supported the Product Owner and Product Marketer with any questions they may have
* Managed all aspects of in-life products, including customer feedback, requirements, and issues
* Represented the customer within the development process
* Articulated the product vision
* Prepared the Weekly progress reports and presented to the stakeholders
* Involved in integration and UAT testing

**CSS Industries, PA**

**Client: CSS Industries**  Feb 2019 to Sep 2019

**Project 4:**

Database Environment: SQL, DB2

Environment Salesforce, JD Edwards Enterprise 8.1

Reporting tools Form Scape, Power BI, SSRS reports

CSS Industries, Inc., a consumer products company with a portfolio of craft, gift, and seasonal brands that inspire a creative spark in consumers. CSS Industries have a passionate and creative team that values high quality, on-trend, and innovative products. CSS Industries is a trusted partner to customer base of leading mass, craft, food & drug, discount, gift, and specialty retailers. CSS Industries always striving to deliver the best experience possible to our consumers, retail partners, shareholders, and employees.

CSS leverage broad manufacturing and sourcing capabilities with domestic distribution to manage complexity and offer broad market coverage. To do this, CSS partner with many international factories and operate several CSS manufacturing facilities.

CSS Information Technology provides innovative, cost-effective solutions to support the company's growth in a competitive, dynamic industry. IT team partner with CSS business units to harness technology and achieve our strategic priorities.

**Onsite Coordinator / Solution Architect**

* Manage team of 15 people across USA, India and Mexico
* Involved in Project and Resource planning
* Tracking the project progress and providing the Weekly and Bi-weekly updates
* Document detailed business and functional requirements and enhancement documents after conducting user interviews and performing GAP Analysis between existing processes and to-be scenarios.
* Designed the detailed Data-Models of Conformed Dimensions in the worker's compensation subject areas, corresponding to the agent balances & Journal Detail Fact entities.
* Provided guidance and expertise for UAT in AP and GL modules. Coordinated all phases of testing, including test plan creation, data conditioning, script creation, execution and re-testing.
* Facilitated JAD Sessions for Requirement elicitation with business end users to determine the functional and technical requirements and to estimate the effort levels to complete the deliverables under the scope.
* Identify solutions from a people, process and technology perspective during workshops with key customer sponsors and stakeholders, generating the required outputs required for subsequent stages of engagement.
* Worked with Product Owners to prepare the Backlog for Refinement by breaking down larger User Stories, resulting in improved Sprint Planning session.
* Expediency in conducting brainstorming sessions and interviews to elicit requirements from various stakeholders and reduce ambiguity associated with the complex requirements.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Participated and organized daily stand-up meetings (scrum call), Retrospective meetings, Sprint review and sprint demo.
* Ensured that all the procedures, processes, issues, problems are documented prior to, and after the Release and used them towards the Knowledge Items and Lessons Learnt for further Releases.

**Heritage Home group, NC**

**Client: Broyhill Furniture’s (COSMO)**  Oct 2017 to Jan 2019

**Project 5:**

Database Environment: Oracle 12C

Environment Informatica B2B DX, Salesforce, JD Edwards Enterprise 9.1 Upgrade, .Net C# (Web portal)

Reporting tools Bi Publisher, SSIS

Heritage Home Group is a world leader in designing, manufacturing, sourcing and retailing home furnishings. HHG market the products through a wide range of channels, including their own Thomasville retail stores and through interior designers, multi-line/independent retailers and mass merchant stores. HHG portfolio includes some of the best known and most respected brands in the furniture industry.

**Onsite Lead/Solution Architect**

* Created various BRDs, FRDs, data translation, data mapping and interface specification documents.
* Created Config-Tech design documents which provided detailed description of various salesforce functionalities implemented.
* Worked on EDI X12, XML, CSV transformations migration to Informatica B2B DX
* Worked on trading partners EDI On boarding
* Worked on Setting up secured File transmission and certification process with all Infra stakeholders.
* Involved in Amazon E-commers order interface design and implementation.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Participated and organized daily stand-up meetings (scrum call), Retrospective meetings, Sprint review and sprint demo.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Requirements.
* Followed Waterfall methodology and worked in an onsite - offshore Model.
* Handled Multiple Projects during the tenure.
* Attended stand-up and requirement meetings on daily basis and organized walkthrough meetings with Dev & QA teams on weekly basis.
* Conducted various brain storming sessions with other systems/teams to accomplish the integration requirements. This involved communicating with various other internal teams within Voya and external vendors.
* Worked on Data.com Duplicate management and defined various matching and duplicate rules.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Quote, Activities, Reports and Dashboards.
* Created workflow rules and defined related tasks, time triggered tasks, process builder, email alerts, field updates to implement business logic.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Worked with development team and the business to convert the Business Requirements to Technical Specifications and interacted with testing team to assist during the testing phase.
* Handled various production support issues and defects on day-to-day basis and updated JIRA and HPQC accordingly.
* Worked on Administrative, Visibility & Security tasks such as User management, Creation of Profiles, Roles and Permission Sets, Sharing Rules, Public Groups, Workflow, Activities and Events, Email notification and Template Design.

**Project 6:**  Feb 2015 to Oct 2017

Database Environment: MSSQL 2005

Environment JD Edwards Enterprise One 8.1.1

Reporting tools Transform

* Responsible for Implementation, Enhancements and Production Support for Procurement, Sales & Inventory modules
* Involve in New/Enhancement Business requirements and prepare the functional requirements.
* Coordinate with Onsite/offshore team and Build the customizations
* Worked and Supported on EDI related issues for Broyhill 850,855,810
* Designed and implemented Mexico Lane order to cash end to end process
* Trained Mexico users on Inventory management, Product Price, cost and Lane order process
* Supported Mexico production issues
* Conduct Daily Issue tracking meeting
* Assign the Production tickets to the team
* Keep the Issue tracker up to date and pull the statistics/report of tickets resolved weekly, Monthly and quarterly based on each module and Member
* Present the Status and Reports to Client management
* Interact with Client management for Process improvement
* Responsible for requirements gathering, configuration in ERP, training the users
* Business Process mapping in line with business requirements
* Identified the gaps in current business process and proposed solutions to fit the gaps in Product
* Conduct user acceptance testing of the newly defined processes and interfaces involved
* Responsible for unit testing of developed objects
* SPOC for all the Sales order related issues
* SPOC for all Reporting tool (Covus) related issues and maintenance
* Attend and conduct the team meetings to improve and implement the best practices
* Ensure all requirements are mapped and desired results are achieved
* Interact with End Users and solve the tickets
* Conduct user trainings to the team members
* Support/coordinate with third party tools like World ship soft (UPS), Shipping solutions.

**Heritage Home group, NC**

**Client: Henridon and Drexel, USA**

**Project 7:** Feb 2015 to Jan 2019

Database Environment: MSSQL 2005

Environment JD Edwards Enterprise One 8.0 Support and Enhancements

Reporting tools Create forms

* Responsible for Implementation, Enhancements and Production Support for Procurement, Sales & Inventory modules
* Involve in New/Enhancement Business requirements and prepare the functional requirements.
* Coordinate with Onsite/offshore team and Build the customizations
* Conduct Daily Issue tracking meeting
* Assign the Production tickets to the team
* Keep the Issue tracker up to date and pull the statistics/report of tickets resolved weekly, Monthly and quarterly based on each module and Member
* Present the Status and Reports to Client management
* Interact with Client management for Process improvement
* Responsible for requirements gathering, configuration in ERP, training the users
* Business Process mapping in line with business requirements
* Identified the gaps in current business process and proposed solutions to fit the gaps in Product
* Conduct user acceptance testing of the newly defined processes and interfaces involved
* SPOC for all Reporting tool (Create forms) related issues and maintenance
* Responsible for end of the day processing
* Responsible for End-to-End testing (Integration, Regression and UAT) of Enhancements and Customizations
* Attend and conduct the team meetings to improve and implement the best practices
* Ensure all requirements are mapped and desired results are achieved
* Interact with End Users and solve the tickets
* Conduct user trainings to the team members
* Support/coordinate with third party tools like Sales force, Microd
* Provide the guidelines/protocols to the new team members

**Health Care Firms**

**Client: Major US Health Care (2 Client Project)** December 2009 to August 2011

Database Environment: Oracle 11, DB2

Environment Linux and Windows, Informatica, IBM InfoSphere Information Server 8.1

* Led the team of 10 members, helped them solving technical problems with Datastage administration point of view, prepared the daily and weekly status reports
* Involved in Project plan discussions
* Worked on Informatica to Datastage Job migration design and Estimations
* Prepared Estimation documents which will give the input to Project plan
* Implemented Sequencer jobs and reviewed the Jobs.
* Organized the code review calls with Client and shared the feedback with the team
* Worked on Issue tracker to resolve the technical issues
* Documented the issues and the respective solutions
* Created review templates
* Worked on Datastage server connectivity issues
* Worked on resolving technical issues like Datastage connectivity, Database access with on-site team
* Installed Datastage 8.1 on offshore environment
* Installed fix packs and rollup patches to replicate the client’s environment

**Leading USA Airlines, Texas, USA (Onsite/offshore)**

**Client: Leading USA Airlines, USA** Sept 2011 to Dec 2012

Database Environment: Oracle 11, DB2

Environment Linux, Windows 2003 server, IBM InfoSphere Information Server 8.5

* Involved in Architecture design for BG & MWB Implementation
* Implemented Business Glossary taxonomy, Categories, Vocabulary, terms and Assets
* Configured and implemented Automatic Asset mapping tool. Trained the customer on the same.
* Configured IBM InfoSphere Information Server v8.1.2 and conducted Knowledge Transfer session to the American Airlines IT team on installation process and associated administrative procedures.
* Mentored American Airlines Team on IBM InfoSphere Business Glossary, Creation of taxonomy, Categories, Vocabulary, terms and Assets
* Developed InfoSphere Business glossary Standard Practices.
* Designed and Implemented LDAP and Native connector configuration
* Provided Information Server Administration.

**Leading Middle East Airlines, Abu Dhabi, UAE (Onsite/offshore)**

**Client: Etihad Airways, UAE** Dec 2012 to Feb 2013

Database Environment: Oracle 11C, DB2

Environment Linux, Windows 2003 server, IBM InfoSphere Information Server 8.7

* Involved in architectural design and Implementation of Information server 8.7 with WAS cluster and Metadata on Oracle RAC with Engine tier high availability
* Prepared Installation document and trained Client resources
* Helped ETL developers with Sequencer job fine tuning
* Prepared Version control implementation document
* Provided Datastage performance tuning best practice documentation
* Implemented Business Glossary taxonomy, Categories, Vocabulary, terms and Assets
* Configured and implemented Automatic Asset mapping tool. Trained the customer on the same.
* Configured IBM InfoSphere Information Server v8.1.2 and conducted Knowledge Transfer session to the American Airlines IT team on installation process and associated administrative procedures.
* Mentored American Airlines Team on IBM InfoSphere Business Glossary, Creation of taxonomy, Categories, Vocabulary, terms and Assets
* Developed InfoSphere Business glossary Standard Practices.
* Designed and implemented LDAP and Native connector configuration
* Provided Information Server Administration.

**Major US Insurance firm**

**Client: Major US Insurance firm** Mar 2013 to Dec 2014

Database Environment: Oracle 11, DB2

Environment Linux and Windows, Informatica, IBM InfoSphere Information Server 8.1

* Led the team of 13 members, helped them solving technical problems with Datastage administration point of view, prepared the daily and weekly status reports
* Involved in Project plan discussions
* Worked on Informatica to Datastage Job migration design and Estimations
* Prepared Estimation documents which will give the input to Project plan
* Implemented Sequencer jobs and reviewed the Jobs.
* Organized the code review calls with Client and shared the feedback with the team
* Worked on Issue tracker to resolve the technical issues
* Worked on Testing the Data comparison Between Informatica Job output and Datastage Job output.
* Documented the issues and the respective solutions
* Created review templates
* Worked on Datastage server connectivity issues
* Worked on resolving technical issues like Datastage connectivity, Database access with on-site team
* Installed Datastage 8.1 on offshore environment
* Installed fix packs and rollup patches to replicate the client’s environment
* Provided Datastage Administration on Citrix

**Packetmotion India Development center Assignment:**

**Senior Quality Analyst at Packetmotion India development center**

**Client: Packetmotion LLC, USA** Jun 2007 – May 2009

Environment: Java, J2EE, Flex, web services, Eclipse3.0, Ant, Linux, Oracle 10g

Tools QTP 9.2, ‘Jira’ defect tracking tool

Packet Sentry is designed to interpret all network activity in terms of your business applications and relationships, including understanding the users on the network, the business units they belong to, the

Information they access, and the applications they run. This understanding includes very granular information, so you see exactly what files users are opening and what they are doing with information, not just how many bytes an IP address sends to a particular server.

The product is 2-box hardware appliance with over 30 XEON cores. The Packet sentry system contains several parts like Probe, Manager, Collector and Database. The QA organization for the product was completely in Bangalore – as a result I have experience in working independently and communicating with local management as well as developers in the US. I was fully responsible for the QA of the features I owned.

Rules - Use the Rules tab to configure rule sets and rules. A rule set contains one or more rules. A rule defines a set of conditions that will trigger PacketSentry to take an action.

* Interact with development team in the US to understand feature specification
* Testing the various protocols like (HTTP, SMTP, SIP, VOIP, FTP, SMB, NCP, TFTP, POP3, LDAP, KERBEROS etc...)
* Capturing the traffic based on the protocols
* Preparation of the Test Plan and Test Cases.
* Installing and configuring the Application under Test.
* Executing the test cases.
* Features worked on include Custom group (the system allowed grouping of various objects such as files & directories, IP addresses, users, hosts), Active Directory Synchronization, Scheduled Reports, Complex Rules and Rules involving custom groups, alert system.
* Worked on PCI DSS Appliances security
* Working on internationalization / localization of the product
* Automating the test cases with ruby script using Script gen.
* Defect Analysis and reporting bugs in Jira.
* Interacting with the Clint on Weekly bases.
* Worked on Customer system status Report
* Worked on Customer orientation and support on Packet sentry product
* Installed and configure the system on Production
* Worked on Customer status reports

**ECMI software Pvt. ltd Assignment:**

**QA Engineer at ECMI software Pvt. ltd**

**Client: Onenetwork** Apr 2005 – Jun 2007

Environment: Eclipse 2.0, SOAP, JSP, JDBC, JAXP, JMS, EJB2.0, ORACLE 8i, JavaScript, XML, XSL

Tools PVCS tracker, QTP 8.2

Demand-driven transportation management means linking new business processes related to transportation management in the context of an integrated set of network services that can respond to near real time demand and supply signals. It gives you an integrated set of business processes across shippers, carriers, and vendors.

Shared network connectivity: -TMS provides immediate access to hundreds of carriers and trading partners. Lifecycle carrier contract management: - Load your existing carrier rates into TMS and expand your network. The system automatically applies the right rate.

Dynamic routing and tendering: - Automatically assign and sequence carriers to shipment transactions based on business rules.

Event management: -Users get alerts based on their roles and permissions, via email, cell phone or PDA (Personal Digital Assistance)

Real-time performance monitoring: - TMS monitors and presents performance metrics to all participants. You may also implement a data warehouse to expand this functionality.

Real-time planning: -TMS gives real-time planning engines present a smaller window of opportunity for shipments to get out of sync, and automatically adjust plans to address reality.

Multi-stop consolidation: - Identify cost-saving opportunities to consolidate multiple LTL (less than truckload) shipments, to and from multiple trading partners

* Working on TMS Environment. Bug testing, filing the defects and updating the defect status in PVCS Tracker
* Doing Sanity test on UAT, QA and Production Environment.
* Doing Regression testing, Functional testing, and System testing on UAT, QA and Production Environment for each release.
* On each release, working with the Product Management team on SRS Document.
* Working on Requirement Traceability Metrics for Each Release.
* Interacted with the development team and discussed technical problems related to Defects
* Creating Test Plan, Test cases, updating test plans and uploading them to TD for each release.
* Tested the application with the domain front. Suggesting new enhancements for new releases.