**SIVAKUMAR NARAYANASAMY**

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A Result-Oriented Professional, with leadership, excellent time management and project execution capabilities, seeking managerial assignments in **Project Management, Application Development, Data Analyst** with an organisation of high repute, preferably in IT sector in Bangalore.

**Profile Summary**

* Nearly 15 years of experience in release management process and project management activities including project scoping, estimation, planning, finalisation of technical / functional specifications, resource administration and quality management of product / software application and responsible for design/development of relational databases for collecting data. Maintained the data integrity during extraction, manipulation, processing, analysis and storage.

**Project Management**

**Application Development**

**Production Support**

**Data Analyst**

**Requirement Gathering**

**Stakeholder Management**

**Liaising & Coordination**

**Team Management**

* Adept in developing software products and handling projects for delivering required applications in a very systematic way
* Adroit in identifying &analysing defects, questionable functions, errors and inconsistencies in software program functions, outputs & content
* responsible for design/development of relational databases for collecting data
* Expertise in dealing with clients / users for requirement gathering, risk assessment, finalization of technical architecture and discussing effort / cost / time estimation
* An effective leader with proven abilities in leading teams during project phase and guiding & enabling knowledge sharing among members
* Possess exceptional planning, client relationship management and negotiation skills
* Identified clients' needs in order to recommend the most effective production based on individual project budget.
* Estimated and project managed implementations of the projects.
* Met customer deadlines and Service Level Agreements.
* Recruited technicians and provided remote support to them.
* Managed all phases of the software development lifecycle (SDLC) for all the projects which are related to Retail and Whole Sale stores.

**Organisational Experience**

**Nov'19-Apr'20 Moserp Technologies, Bangalore as Senior Software Engineer.**

**May’16-Jul’19: IBM India Pvt. Ltd., Bangalore as Sr. Power Builder Developer.**

**Aug’14-Apr’15: C-Square Info. Solutions Pvt. Ltd., as Project Manager.**

**Apr’07-Apr’14: IBM India Pvt. Ltd., Bangalore as Team Lead**

**Jan’06-Mar’07: Magna Info tech Pvt. Ltd., Bangalore, deputed to IBM India Pvt. Ltd., Bangalore**

 **as Software Engineer**

**Aug’03-Jul’05: VCS (Pty) Ltd., Seychelles as Software Developer**

**Jan’00-Mar’03: Aarvee Information Systems Ltd., Madurai, deputed to JW Computers, Maldives as Software Developer­**

**Key Result Areas:­­­**

* Managing overall operations for executing projects involving resource mobilization within cost & time parameters and compliance in terms of documentation & processes.
* Tracking projects with respect to budgeted cost, demand forecasts, time over-runs to ensure timely execution of the same.
* Addressing all important issues & defining best practices for project support and documentation.
* Developing product vision, roadmaps, requirements and detailed specifications for the project.
* Carrying out analysis of customer’s needs, technological trends & business priorities and bringing out focused value proposition within the project.
* Mapping client’s requirements, attending / conducting business user meeting, project planning & scheduling providing them customized business solutions.
* Defining product requirement to address business objectives& adhering to software requirements as per delivery schedule.
* Designing & managing process set-up & solution for the pro­­­­duct.
* Undertaking code review, debugging and troubleshooting application and extending post go-live and application maintenance support to the client.
* Created and modified the T-SQL statements for all the application screens and the reports as per the customer requirements.
* Database administrator (DBA) with extensive experience designing, coding, testing and supporting next-generation database solutions in Oracle enterprise and SQL Server environments.
* Oracle Database Administration, Performance Tuning & Capacity Monitoring, Data Security, Backup & Recovery

SQL Tuning in an Oracle Environment

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**Education**

* **B.Com.** from Madurai Kamaraj University, Madurai, Tamil Nadu.
* **M.B.A.,** from Bharathidasan University, Tiruchirappalli, Tamilnadu.

**Additional Qualifications:**

* **Diploma in Systems Management** from NIIT, Madurai, Tamil Nadu
* **Diploma in .Net Technologies** from NIIT, Bangalore, Karnataka
* **Certified Scrum Master**
* **Certificate of PAHM - Professional, Academy for Healthcare Management, AHIP - American's Health Insurance Plans**

**Technical Forte**

* GUI: PowerBuilder 11.5, .Net, ASP.Net, Visual Basic 6.0, Clipper 5.2
* RDBMs: Oracle 11g, Oracle 9i, Sybase SQL anywhere 5.0 / 9.0, MS SQL Server 7.0 / 2000
* Operating Systems: Windows 10, Windows 2000, Windows XP, 95/98 & NT 4.0
* PowerBuilder
* Retail Management System: To Sprint-Nextel, USA
* EcoGreen: To C-Square Info Solutions Pvt. Ltd., India.
* Facility Audit System: To WellPoint Health Networks, USA
* American Home Shield: To ServiceMaster, USA
* Vista NG-Hotel Management System: To L’Archipel Hotel, Seychelles
* Centralized Inventory System: To Happy Market Pvt. Ltd., Maldives
* Resort Management System: To Giravaru Island Resort, Maldives
* Human Resource Management System: To Island Aviation Ltd., Maldives
* Tour Operators Financial Accounting System: To Holiday Maldives Pvt. Ltd., Maldives
* VB.Net / ASP.Net:
* Multiple Adjudication Resolution System: To WellPoint Health Networks, USA
* eTurtle Conservation Management System: To Marine Conservation Society of Seychelles, Seychelles
* Seychelles Chamber of Commerce: To Seychelles Chamber of Commerce, Seychelles

**Personal Details**

Date of Birth: 21st Jan’1971

Languages Known: Tamil & English

Address: Flat No.001, Ground Floor, Sai Nivas Apartment,

No.15, 1st Cross, Byrasandra,

Bangalore North. C.V.Raman Nagar Post,

Bangalore – 560093.

Karnataka.

***Refer annexure for projects handled***

**Annexure**

**Projects Handled**

**At Moserp Technologies, Bangalore**

**Title: Bengaluru Varunamitra**

Client: KSNDMC - Karnataka Natural Disaster Monitoring Centre, Bangalore

Period: Nov'2019 - Apr'2020

Team Size: 4

Front End: ASP.Net

Back End: Oracle 12c

Role: Analysis, Design, Development, Implementation & Support

Description: Receives station wise Rainfall and Weather data through the webservice and stores into the related tables. Sends these data to other Karnataka Government departments as per the schedule through the webservice. Hence, verify and validate the Rainfall data and sends the HIRA - High Intensity Rainfall Alert to concerned teams.

* The following things are the main task for this project:
* Monitor the Rainfall and Weather data download and update into the database.
* Monitor the Job schedule to push data to concerned departments through the webservices.
* Handling different Karnataka Government websites and work on any enhancement on these websites, especially Bengaluru Varunamitra public and Farmers websites.

**At IBM India Private Limited, Bangalore**

**Title: Retail Management System-RMS+ Thick Client**

Client: Sprint Nextel, USA

Domain: Telecommunication

Period: Jan’06-Nov’08, May’16-Jul’19

Team Size: 12

Front End: PowerBuilder 11.5

Back End: Oracle 9i / 10g

Role: Analysis, Design, Development, Implementation & Support

Description: Modules-BackOffice and Front Office. The BackOffice software was part of a distributed client/server environment that includes the FrontOffice software and can include regional or national server systems. The BackOffice software is a part of the Lightbridge Retail Management System (RMS) application, supports automated retail operations, customer acquisition and retail channel analysis. The BackOffice software consisted of functionality for managing inventory, administrative functions, customer service and purchasing. The FrontOffice software helps retailers complete customer sales quickly and efficiently.

* The following things are the main task for this project:
* Analysed technical design document for any system requirements from client
* Prepared document of understanding for specific System Requirements.
* Performed:
* Latest objects from ClearCase Tool and performed coding for specific SR as per DoU
* Internal-testing with specific SR changes
* Uploaded modified objects in ClearCase
* Prepared Screen wise Technical Document of RMS Front Office and Back Office Application for Re-Architecture Project
* Gave RMS Front Office & Back Office Application System and PowerBuilder Training to RMS Thin Client Team Members for Re-Architecture Project
* Used Oracle PL/SQL to execute SQL and PL/SQL Statements for application development works

**Title: Multiple Adjudication Resolution System (MARS)**

Client: WellPoint Health Networks, USA

Domain: HealthCare

Period: Mar’12-Apr’14

Team Size; 3

Front End: VB.NET

Back End: Microsoft SQL Server

Role: Analysis, Design, Development, Implementation & Support

Description: MARS application helps to adjudicate the Customer's Health Care claims based on the business rules and policies.

 Worked on production support and maintenance/enhancements to the MARS System. Production support was the most critical task; different tasks for MARS Project are following:

* Production Monitoring and Creation of Auto Adjudication Reports
* Universal Regression Testing

Claims processing systems adjudicate the claim based on the business rules and policies of Anthem SE. The adjudication process determines whether the claim should be approved, pended or rejected, and if approved, the amount of payment. Complex or ambiguous claims are put in a ‘PEND’ status. These pending claims require manual intervention by processors to adjudicate the claim. Claims engines create Pend files for such claims and send the files to Workflow on daily basis. Likewise, Claims engines creates Adjustment files for claims which needs to be adjusted and sends to Workflow on weekly basis. The frequently encountered scenarios to release pending or to adjust claims that a claims associate would take are programmed in MARS. These claims are processed by different Claims engines like CHIPS, ITS, etc. MARS edit and update the details on CHIPS Screen through Screen Scraping process. CHIPS in turn update the Mainframe DB2. In other words, MARS indirectly update the CHIPS claims records.I have managed all phases of project development and implementation by ensuring that business deliverables were completely satisfied on time.

* The following things are the main task for this project:
* Analyzed Technical Design Document for any system requirements from client
* Developed document of understanding for specific SR
* Got the latest objects from Rational ClearCase Tool and performed coding for specific SR as per DoU
* Performed internal-testing with specific SR changes
* Submitted coding details in code-review meeting to team members
* Uploaded modified objects in Rational ClearCase
* Created and modified the T-SQL statements for the application screens and the reports as per the customer requirements.

**Title: Facility Audit System**

Client: WellPoint Health Networks, USA

Domain: HealthCare

Period: Mar’12-Apr’14

Team Size: 2

Front End: PowerBuilder 10.2

Back End: Sybase SQL Server 15.1

Role: Analysis, Design, Development, Implementation & Support

Description: The Facility Audit System (FAS) was an internally developed distributed application that utilizes PowerBuilder, SYBASE, and COBOL mainframe batch programs. Each week Customer's Health Care claims and associated data fields are extracted from various PPR Tables and loaded to FAS DB2 mainframe tables. The claims and associated data fields are then downloaded from the DB2 tables to the SYBASE FAS Claims Tables. The claims are then updated by Case Count and Liability programs that are part of the Server Batch Processing. Once the claims are stored on the FAS Claims tables, there are multiple windows within the application that allow the user to retrieve the claims data in a variety of formats. Once the data is retrieved into any of the application windows it can be sorted or filtered in multiple ways. FAS also has the ability to export the data from the application into an EXCEL spreadsheet. FAS is the primary tool for the DRG Auditors to analyze and research claims. The Actuary Department uses FAS for claims analysis in support of the work it does in developing pricing terms for the facility contracts. FAS is frequently used as a research tool to support requests from the claims processing areas when issues arise and is also used to support external audits.

* The following things are the main task for this project.
* Analyzed Technical Design Document for any system requirements from clients
* Developed document of understanding for the specific SR
* Get latest objects from Rational ClearCase Tool and performed coding for specific SR as per the DoU
* Performed internal-testing with specific SR changes
* Presented coding details in code-review meeting to team members
* PAHM - Professional, Academy for Healthcare Management Certification in American's Health Insurance Plans

**Title: American Home Shield**

Client: ServiceMaster, USA

Domain: Insurance

Period: Nov’08-Jan’12

Team Size: 3

Front End: PowerBuilder 9.0

Back End: Oracle 9i

Role: Analysis, Design, Development, Implementation & Support

Description: ServiceMaster was the company located in United States of America.AHS, American Home Shield is the home warranty company. This company is the part of ServiceMaster. They have different insurance coverage to protect the customer's properties like Air Conditioner, Refrigerator. AHS was using different applications with different technologies. AHStar Suite was the part of it. It is built with PowerBuilder technology. It contained following applications: AHStar Maintenance, Product & Price, Sales Entry, Renewal/Lead Management System, Custom Fulfilment, Service Fulfilment, AR Lockbox, Commission Payable, and Service Payable & Reports. As per IBM migration plan, we have taken over all these applications with different phases, Guided Perform, Assist Perform, and Parallel Perform. We have taken KT session and prepared the Application Information Documents during that period. After that, we are giving support to these applications and doing any development works based on project approvals. Usually we are doing following things for any project works.

* Prepared document of understanding for the specific SR
* Get the latest objects from Serena Version Control System and do coding for specific SR as per DoU
* Performed internal-testing with specific SR changes
* Prepared Unit Test Plan & Unit Test Results Documents
* Presented Change Request in 'Change Approval Board' meeting to implement these changes
* Used:
* PowerBuilder 9.0 for application development
* PL/SQL Developer Tool for executing SQL and PL/SQL statements for application development works
* Performed guidance to AHS-PB team member for any ticket related issues

**At C-Square Info. Solutions Pvt. Ltd, Bangalore**

**Title: PharmSoft, Pharm Assist and EcoGreen**

Client: Whole Sale and Retail Pharmacy, All over India

Domain: HealthCare

Period: Aug’14-Apr’15

Team Size: 12

Front End: PowerBuilder

Back End: Sybase

Role: Initiation, Planning, Execution & Monitoring and Closing

Description: PharmSoft, PharmAssist and EcoGreen applications are Whole Sale, Retail and POS applications for Medical Pharmacy. Managed the planning, design, development and management of the applications with related Team members. Met regularly with interdepartmental work group to monitor and evaluate the development. Initiated cross-training with other departments to improve work flow and streamline project completion. I have managed all phases of project development and implementation by ensuring that business deliverables were completely satisfied on time. Hence I have delivered technical solutions to business problems within scope, budget, schedule and quality constraints and owned release process throughout Agile Scrum.

**At VCS (Pty) Ltd., Seychelles**

**Title: Vista NG-Hotel Management System**

Client: L’Archipel Hotels, Seychelles

Domain: Hotels & Resorts

Period: Aug’03-Jul’05

Team Size: 2

Front End: PowerBuilder 8.0

Back End: Sybase Adaptive SQL anywhere 9.0

Role: Application Support

Description:

* Modules: Configuration, Front Office, Point of Sales & Telephone Interface System
* Reservation of guests who would come to resort from other countries through Tour Operator
* Registration details at the time of check in
* Maintained bills of guests at point of sales
* Provided many automated offers at Sales Point
* Prepared invoices for Tour Operators/Travel Agents on the basis of their contracts
* Analysed occupancy, forecast, repeaters, etc.
* Automated telephone interface with the system

**Title: eTurtle Conservation Management System**

Client: Marine Conservation Society of Seychelles, Seychelles

Domain: Marine

Period: Dec’04-Jul’05

Team Size: 2

Front End: PowerBuilder 8.0, VB6.0, .Net

Back End: Sybase Adaptive SQL anywhere 9.0 and SQL Server 2000

Role: Analysis, Design, Development, Implementation& Support

Description:

* Modules-Back-End Application for data uploaded to server &front-end application for user access
* Designed the Back-End application in VB 6.0 and Front-End application in .Net.
* Patrol Information-Patrol Period, Patrol Reference No., Patrol Recorders & Patrol Beaches
* Track Information-Turtle Track Type, Tracks Count & Turtle Species
* Turtle Information-Turtle Capture Methods, Turtle Measurements & Turtle Injuries

**Title: Seychelles Chamber of Commerce**

Client: Seychelles Chamber of Commerce & Industry, Seychelles

Domain: Industry

Period: Feb’04-Nov’04

Team Size: 2

Front End: PowerBuilder 8.0, VB.Net and ASP.Net

Back End: Sybase Adaptive SQL anywhere 9.0, MySQL

Role: Analysis, Design, Development,Implementation & Support

Description:

* Modules-Back-End Application for data upload to server and front-end application for public access
* Maintained:
* News and events of this SCCI
* Members’ details like company name with address, logo and website

**At JW Computers, Maldives**

**Title: Centralized Inventory System**

Client: Happy Market Pvt. Ltd., Maldives

Domain: Hotels & Travels

Period: May’02-Nov’02

Team Size: 2

Front End: PowerBuilder 6.0

Back End: MS-SQL Server 7.0

Role: Analysis, Design, Development, Implementation, Training & Support

Description:

* Modules: Inventory, Financial Accounting & Payroll System. Each Module was integrated, however facility to function standalone also provided with facility of Data transferring from different outlets to Head Office where the main database is maintained
* Stock maintenance and Inventory handling by each outlets
* Stock Valuation in FIFO method
* Bin Card, Stock Ledger and Profitability Statement are main reports
* All employees’ contract, leave, allowance and deduction details
* Prepared & printed Pay slips
* Inventory and Human Resource Modules integrated with accounts
* Developed Trail Balance, Profit &Loss Accounts and Balance Sheet
* Created and modified the T-SQL statements for application screens and the reports as per the customer requirements.

**Title: Resort Management System**

Client: Giravaru Island Resort, Maldives

Domain: Hotels & Travels

Period: Mar’01-Apr’02

Team Size: 3

Front End: PowerBuilder 6.0

Back End: MS-SQL Server 7.0

Role: Analysis, Design, Development, Implementation, Training & Support

Description:

* Modules: Reservation, Registration, Billing, Back Office, Point Of Sales, Financial Accounting System,Inventory System and Payroll System
* Guest Reservation who would come to the resort from other countries through Tour Operator
* Registration details at the time of check in
* Maintained bills of the guests at point of sales
* Prepared invoices for Tour Operators/Travel Agents on the basis of their contracts
* Analysed occupancy, forecast, repeaters, etc.
* Maintained outlet inventory and main stores inventory
* Generated Cost derivation and food costing with multi-currency facilities
* Automated telephone interface with the system
* Maintained:
* CD library details
* Employee details like salary preparation, employment contracts, leave details, etc.
* Integrated resorts operations &employees’ pay slips in accounts
* Developed monthly/yearly Trial Balance, Profit &Loss Accounts and Balance Sheet
* Created and modified the T-SQL statements for the application screens and the reports as per the customer requirements.

**Title: Human Resource Management System**

Client: Island Aviation Ltd., Maldives

Domain: Transport

Period: Jun’00-Nov’00

Team Size: 3

Front End: PowerBuilder 6.0

Back End: MS-SQL Server 7.0

Role: Analysis, Design, Development, Implementation, Training & Support

Description:

* Handled employees’ details with photos, employment contract, leave details, salaries and bonus
* Managed various types of allowances depending on performance of various employee categories
* Loan and advance details facilities, etc.
* Maintained Time Card Entry, Late Attendance and Overtime Details
* Included salary preparation, print pay slips, month of the salary, employee history, termination process, promotion/transfer details
* Created and modified the T-SQL statements for the application screens and the reports as per the customer requirements.

**Title: Tour Operators Financial Accounting System**

Client: Holiday Maldives Pvt. Ltd., Maldives

Domain: Hotels & Travels

Period: Jan’00-Apr’00

Team Size: 1

Front End: PowerBuilder 6.0

Back End: MS-SQL Server 7.0

Role: Analysis, Design, Development, Implementation, Training & Support

Description:

* Automated posting of resorts and tour operators invoices from reservation package
* Customized income and expenditure account with budget comparison
* Created and modified the T-SQL statements for the application screens and the reports as per the customer requirements.