

Mahesh Bhosale

Project Lead/Technical Lead in Emirates Airlines

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Summary

- 17+ years of Project Development life-cycle experience with Opensource, Microsoft and other Web Technologies
- **Prince2** Certificate for project management.
- Successfully executed various roles (**developer, technical consultant, team/module lead, onshore coordinator**) in onsite-offshore model for various projects
- Experience in **Agile** Development and Practices
- Refined Relationship-Building & Communication Skills
- Experience with Airlines & Travel, Telecom, Health and Finance
- Integration of **Telematics** system and passing data to in-house systems
- Extensive knowledge of **Google Analytics** and GTM scripting
- Worked on Unit Testing of the Applications including UI and service testing
- Worked in multi-cultural environment catering clients from Middle East region
- Implemented analytics tracking using Google Analytics, **AppDynamics**
- Experience in developing Multilingual support for Mobile Web

Work Experience

Project #1 (Tier-1)

May 2017 - Till Date

Emirates Airlines

Title Internet Booking Engine (IBE)

Domain Airlines

Project Category Development, Production Support (L1)

Role Senior Technical Engineer

Team Size Production Support - 20, Development - 23, AAT - 8

Project Description IBE is an Internet Booking Engine for Emirates Airline, it consist of Booking Flow, Manage your booking flow and Online Check-in flow.

IBE also has an additional feature like booking using credit card and booking by redeeming skywards miles, Travel Insurance for passenger, Paid Seat feature, Paid Lounge, CUGO offers, Excess baggage, Upgrade flight using skywards miles/Credit card etc.

IBE is used in various channels like Desktop version, Mobile web, Iphone and Android users.

Skills

Technologies & Concepts

Java, Angular JS, PHP, .Net Framework, React, **ReactJS**, Python, Web API, **WebServices**, MVC, MS SQL Server, Docker, API(REST, SOAP), HTML5, CSS3, **Microservices**, TIBCO, ESB, **Google Analytics**, Unix Shell scripting, Javascript, PS/SQL

Databases

TIBCO, ESB, Webservices, Restful services

Content Management System

SDL Tridion, Typo3, PHPNUKE, DRUPAL, Joomla

Cloud Concepts

AWS, Azure services, Azure AppServices, Data Management and Provisioning, Security, Event hub, Scaling and Elasticity, System Designing, Virtual Machines, HA & DR, Azure AD

Productivity and other activity Tools

STS, Visual Studio, VSCode, Eclipse, Anaconda, Git/Bit bucket, JIRA, Confluence, Microsoft Visio, AppDynamics, SPLUNK, KIBANA, Cloudflare, Jasper Reports, Crystal Reports, MicroStrategy

Training & Awards

Agile - Agile Fundamentals, Estimations, Planning, Story slicing, Sprint Planning, Retrospection, SAFe

Azure - Fundamentals, Designing Data solutions

- Responsibilities**
- Had solved complex issues where analysis of situation requires an in-depth evaluation of variable factors.
 - Participating in all Agile Ceremonies (Sprint Planning, Backlog Refinement, Retrospection), Partnered with the Product Managers, Architects for Technical Discussions & Team Activities
 - Supported acceptance testing of the technology solutions by the business ensuring the technology solution meets the business requirements Drive corrective, adaptive, preventative and perfective maintenance of solutions with support from environment management, service management, infrastructure management and cyber security.
 - Debugged and solved issues and followed design documents and implement/test the codes and made design decisions while coding with using strong coding principles.
 - Owned SSO login, Paid Seat feature and implemented **Google Analytics**, Excess Baggage and multi-language site, search and search result page in **Angular JS** end to end
 - Implementation of various Regulatory Compliance (GDPR & German PRC) changes in the Mobile web application
 - Code review and quality checks
 - Supporting Regression Tests, production promotes and post promote monitoring
 - AppDynamics - created Executive Dashboard, monitoring dashboard
 - Fine tuning of existing RMAS, dynatrace, keynotes alerts for mobile web
 - Was part of L1 support roster, liaising with interfacing team in case of interface is down whether in-house or vendor, involve other teams and take the corrective action to get the functionality working at earliest to avoid revenue impact.
 - Hired software developers and external contractors to increase the team size & product releases.
 - Spent 50% time developing cross-platform mobile & desktop applications for iOS, Android, Mac and Windows using Java, HTML5, Angular JS, Google Analytics, AppDynamics, MS-SQL, Oracle, AWS, Splunk, Kibana, Tridion and web services.

Events - Red Hat Convergence event, Dubai

Prince2 certification from Peoplesoft, American Health Association recognized First Aider

Outstanding Performance - Najam Awards[2017, 2018 & 2020]

Education

Master in Computer Application (**MCA**) - 2008

Postgraduate diploma in computer application (**PGDCA**) in 2003

Diploma in Advance Computing - CDAC in 2000

Project #2 (Tier-1)

Mar 2016 - Feb 2017

Emirates Airlines

Title	GA/GTM
Domain	SEO
Project Category	Development
Role	Senior Software Engineer
Team Size	Development - 2
Project Description	Implemented and Supported Google Analytics in various projects like IBE Desktop, Mobile Web IBE, STPC, Skywards etc.
Responsibilities	<ul style="list-style-type: none"> • Implemented Google analytics, GTM scripting in multiple projects • Used Google Analytics to monitor site performance • Prepared Executive, client reports • Set Goals in GA • Meta tags fine tune with keywords

Project # 3 (Tier-1)
Emirates Airlines

Aug 2015 - Feb 2016

Title	Dynamic Multi Access Check in System
Domain	Airport Check-In and Boarding
Project Category	Development
Role	Senior Software Engineer
Team Size	Development - 6
Project Description	DMACS comprises a Client/Server based configuration. A user log-in facility allows flexible allocation of check-in desk and gate facilities. A server monitor program allows the entire system to be observed. It has been proven to provide a reliable and high availability environment for airline check-in, gate and back offices. Project is implemented at Dubai International Airport and DWC airport.
Responsibilities	<ul style="list-style-type: none">• Implemented new features for dnata Tier1 application DMACS• Existing Boarding module was having degraded performance issue and used to crash frequently, had done analysis of existing Boarding module, Designed and Developed Boarding Module with Desko provided scanner and Motorola scanner• Designed and Developed Piece/Weight wise Excess baggage, brief-sheet, currency conversion and Excess baggage payment feature• Alerts, executive report and dashboard• Communicating with Product Owner, key stakeholders, BA and architects to clarify business/technical requirements, mitigating functional and non-functional requirement gaps, documenting and enhancing functional/technical requirement/design documents• Developed using Java, ReactJS, VB.Net, able script, Oracle, Tibco and web services.

Project # 4 (Tier-1)
Emirates Airlines

Feb 2015 - Jul 2015

Title	Systematic Advanced Load planning Tool (SALT)
Domain	Airport System
Project Category	Development, Rollout, Support
Role	System Analyst, Project Leader
Team Size	Development - 8

Project Description	<p>dnata Load Control Center uses Mercator Airport Control System (MACS) for load planning and to produce load sheets for Emirates and flydubai globally as well as many other airlines at DXB.</p> <p>This initiative is to provide a Systematic Advanced Load Planning Tool (SALT) to the dnata Load Control. Implementation of Amadeus Altea FM solution in company and all the required interfaces with other inhouse and vendor systems to provide following benefits:</p> <ul style="list-style-type: none"> • Increased productivity of Load Controllers by 60% • Enhanced safety and compliance standards • Reduced operational & training costs of the Load Control department
Responsibilities	<ul style="list-style-type: none"> • Procuring Servers of required capacity, implementation of Altea FM and CM products and required server components • Implementation of Altea FM and Altea CM within organisation • Prepare Training Plan for this products and facilitate training to users from various departments • Analysis of the data from altea system, preparation of database diagram and schema creation so that other in-house systems can utilize data • Developing progress reports for rollout project of Altea FM and CM and integration with other in house system. • co-ordinate with various technical teams, vendor • Led the team and cleared the blockers raised during rollout of project, assisted team members, maintained friendly work environment. • Partner in audit inspection of project and process followed as per organisation standards

Project # 5 (Tier-1) Sep 2010 - Jan 2015
Emirates Airlines

Title	Ground Support Equipment Monitoring, Billing, Access Control and Tracking (GMBAT)
Domain	Airport System
Project Category	Development, Rollout, Support
Role	System Analyst, Project Leader
Team Size	Development - 8
Project Description	<p>dnata is using this application, this application is a telemetric software (Proveo vendor) which provides the realtime statistics of the Ground Support Equipments, This application integrates with 6 systems like Billing, Flight Information System, Maximo (Maintenance Management System), Inform- RMS/RTC, AACS and Oracle ERP - HRIT. Project is executed in the Dubai International airport.</p>

- Responsibilities**
- Participated in project initiation meeting, creation of PMP document, RFI, POC, RFT, Evaluation, DAD, Installation, Training, Vendor Solution Definition, implementation, post implementation, end user training, support, project closure
 - Project scheduling, cost estimation and analysis
 - I was responsible for Technical Product Design, Project Planning, Infrastructure Planning, Team setup and Solutions
 - Responsible for New Feature Identification, Implementation and Marketing Strategies
 - Vendor finalization, hardware and software procurement
 - Monitoring the application and provide technical training
 - Fault finding, dashboard, executive reports, manage stakeholder expectation
 - communication with vendor and various teams to achieve the common goal
 - Identifying the training needs and skill development in the team to be updated
 - Prepare Training Plan for this products and facilitate training to users from various departments
 - Analysis of the data from GMBAT system, preparation of database diagram and schema creation so that other in-house systems can utilize data
 - Developed progress reports for roll-out project of GMBAT and integration with other in house system.
 - co-ordinate with various technical teams, vendor
 - Led the team and cleared the blockers raised during roll-out and integration of project, assisted team members.
 - Developed End user frontend module using ReactJS, Java, Tibco and web services.

Project # 6 (Tier-3)
Emirates Airlines

Feb 2009 - Jun 2011

Title	Maintenance Management System (MAXIMO)
Domain	Facilities, Asset Management
Project Category	Development, Rollout
Role	Project Leader
Team Size	Development - 5
Project Description	dnata is using this application for maintaining and tracking asset maintenance in dnata workshop.

- Responsibilities**
- Project scheduling, cost estimation and analysis
 - I was responsible for project installation, promote process, Team setup and Solutions
 - Monitoring the application and provide technical training
 - Oversaw project development capabilities involving clients, contractors and resource involved in project.
 - Communication with vendor and various teams to achieve the common goal
 - Provided Tier 2 end-user support
 - Analyzed requirements and designed solutions to integrate with various systems
 - Presented the solution to architecture to technical teams
 - Assisted in updating/enhancing integration patterns repository
 - Project documentation as per CMMI Level 3 standards
 - Responsible for various testing (System testing, Regression testing, User Acceptance Testing) and seek approvals from various teams to achieve project related objectives
 - Preparing weekly workloads for team & coordinating the daily/weekly allocation of work
 - Motivating team to achieve high standards and KPI targets
 - Dealing with and resolving problems and issues which arise
 - Arranging & Chairing weekly team meetings, focusing on targets and achievements
 - Responsible for making sure that any gaps in performance or quality identified and addressed. Producing accurate reports on team performance to senior managers.

Project # 7 (Tier-3)

Oct 2009 - Jul 2010

Emirates Airlines

Title	Fuel Management System (Mobile Bowser module)
Domain	Airport System
Project Category	Roll-out
Role	Technical Leader
Team Size	Development - 3
Project Description	dnata technical service department is using this application, this application automates the transaction for Mobile Browsers in the Dubai International Airport.
Responsibilities	<ul style="list-style-type: none"> • Develop the interfaces using Tibco • Interacted with business for requirement gathering and vendors for implementation • Performed a Load Testing process to ensure that the engines withstand peak operating loads • worked with XSD schemas and imported them to BW processes • Verifying all the process and documents are according to QMS standards • Planning test strategy and carrying out different testing • Analyzed requirements and designed solutions to integrate with maximo system • Was part of audit process for SCAMPI assessment for CMMI 3 Level.

Title	Skywards Inflight: <ol style="list-style-type: none">1) LAMP, VB.Net, c#, oracle, ms-sql, tridion, tibco coding and support2) solution design and presentation to technical team3) Requirement gathering, interaction with user and vendor Skywards: <ol style="list-style-type: none">1) ASP.Net, VB.Net, c#, oracle, ms-sql, tridion, tibco coding and support2) Interaction with Client Skysurfer: <ol style="list-style-type: none">1) ASP.Net, VB.Net, oracle, ms-sql, tridion, tibco coding and support
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Position	Team Leader/Senior Software Engineer
Project	WebSource <p>Creation of HotelSupplier component which will fetch hotel details from supplier, Booking for the hotel through linkpoint payment gateway, Admin section, Reports.</p>
Responsibilities	<ul style="list-style-type: none">• I was responsible for Technical Product Design, Project Planning, Infrastructure Planning , Team setup and Solutions.• Capacity Planning, system design, hiring plans and technical revenue optimizations (CapEx/OpEx)• Interacting with business analysts, and technical architects to clarify business/technical requirements, mitigating functional and non-functional requirement gaps, documenting and enhancing functional/technical requirement/design documents• Help, facilitate and guide team to achieve their goals in fulfilling assignments, including all the above mentioned phases• Monitoring/reviewing development done by the team members. Ensuring information flow among intra team and inter team members to facilitate development• Facilitating and supporting different test phases (System Integration Test, Production Readiness Test, User Acceptance Test) of the project, which involved quick and timely resolution of the defects and ensuring fixes by the team by providing adequate inputs as and when required• Coded in ASP.Net, C#, MS-SQL
Project	Vazu (Senior Software Engineer) <p>Done coding for Vazu Seek, Vazu Click, Plaxo Send-to-Phone Registration and Reports generation. Main functionality of this website is to send sms and contacts. Contacts are sent from mail client (outlook express, MS-outlook, etc) or from Vazu website, Vazu plugin for IE and firefox browsers, plugin autodetects contacts from anywebsite and places a vazu icon ahead of contact identified and clicking on icon sends contact to mobile.</p>
Project	ConnectMeAnywhere and ContactMeAnywhere (SSE) <p>Coding for above projects in php, mysql, html, dhtml, ajax, xml</p>

Project**OneTravel (SSE)**

Maintenance of more than **125 websites**. Major purposes of these websites are used for hotel, flight and car booking. These websites pass and fetch data from **world span**. Identify areas that require analysing, auditing and improvement by optimization etc of the TravelASP sites. Provide support for bug fixing, enhancement and maintenance of various travelasp sites.

Coding in ASP pages, C# component, worldspan

Project**OneTravel Integration(SSE)**

The 1800Cheapseats site that will be modified to integrate OneTravel. The integration is done in a way that provides extensibility for future integration plans. Key areas of integration were Hotel Integration, Login Integration, and Itinerary Integration.

Coding in ASP pages, C# component, worldspan

Project

Client: **Hewlett-Packard**, USA

worked on the HP Real Estate Document Assistant First American Title. Aim of the product was to help create marketing tools. It was another flavor of OfficeReady which was specifically designed for the real-estate market.

Responsibilities:

- Customization of the base product
 - Created an MS Office add-in to integrate OfficeReady with MS Office
 - Incorporated spreadsheet calculations in the templates
 - Developed feature to zip the current document and send the zip file as an attachment via email.
 - Designed and developed GUI
- Environment: VB 6.0, XML, VBA, IE DOM, MS Windows 98, ME, 2000, MS Office VBA

Project**Printfly**

This is a readymade project and I was involved with making changes given by the client. Changes in the Moregroupware application involved-

-Amendment and Bug fixing done in contact, news, forum modules, and added following modules such as BulkEmailer, Reports to moregroupware with right permission.

- This application also contains an Ecommerce module which will create dynamic website with ecommerce functionality and admin can change the color scheme, fonts, etc. of each website generated from this module. Use of smarty template for admin sections.

-The website which is dynamically created through engine is totally xhtml 1.0 compliant having ssl. Integration of worldpay in ecommerce module.

Responsibilities:

- Assisted Project leader with the database design of the system
- Coding for some of the modules in moregroupware and custom module, Unit testing.
- Integration of code & Integration testing
- Creation of the database on MySQL Server
- Hosted the website, archival and maintenance

Pune, India

Position **Web Technologist**

Project **Net Usage Research**

A clean and comprehensive site was developed for an upcoming Internet research & consulting company, the subscriber list of which included companies like Rediff, BPL, ICICI Direct, AT&T, Satyam, Orange and Reuters. The site is content-intensive; hence the layout and structure has been kept simple and direct to enhance its usability. Registration module, eCommerce, reports generation.

Responsibilities:

- HTML, JSP, Javascript coding
- Testing

Project **ZipTele**

The website was developed for a telecom company. There is a section called "Room.At.The.Top" which is a graffiti board controlled by the administrator where users can post their comments. It makes the site interactive and increases user hits. This part of the site is developed in JSP. Special access rights (edit, delete) are given to the administrator. There is an obscenity filter that is also provided.

Responsibilities:

- HTML, JSP, DHTML, Oracle coding
- Database design and Testing

Project **Mckinsey India**

I have worked on website for an Indian branch of a MNC, this website was a bold corporate website for them with special focus on recruitments; a website which would surpass the site of a global competitor.

In contrast to the other local websites of the company, this website made use of very bold color schemes, simple layout, crisper text, and symbolic images to create an intense site. Registration, sending email to human resource department on new registration, reports generation.

Responsibilities:

- HTML, ASP, DHTML, Oracle coding
- Database design and Testing