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Experience Summary

I am an associate with Tata Consultancy Services with a total of 14 years of work experience. My main area of experience has been project delivery of various sizes. I have worked primarily in the domain of Banking/Telecom services. My technological forte is Java/J2EE.

Technology

Programming Languages	Java
J2EE/Web Technologies	JSP, HTML, XML, JavaScript , CSS,ReactJS ,Web-services , Angular,Micro-services
Frame Work	Struts, Springs ,Spring MVC, Hibernate, Spring Boot , Maven
Database	Oracle 10g , DB2 , Maria DB
Application/Web Server	Resin 3.0.23, Apache Tomcat, JBOSS EAP 6.4
Tools	Clear Case/Clear Quest , Tortoise SVN ,Postman, SOAP UI, R22 subscriber, TOAD,DB Visualizer , StarTeam, OMAR, Test Director 7.2 , GIT , Jenkins ,OpenShift,Cloud Foundry
Domain Experience	Telecom , Banking & Finance

Qualifications

Degree and Date	Institute	Major and Specialization
Bachelor of Technology, April-2005	Vellore Institute of Technology, Deemed University, Vellore, Tamil Nadu, India.	Electronics & Communication Engineering.

Assignments

The details of the various assignments that I have handled are listed here, in chronological order.

Project	Activity Board, Customer Service Payment Workflow, Next Gen GUI(Synchrony)
Customer	Synchrony U.S.A.
Period	May 2019 to till date
Description	Synchrony financial Bank is a leading provider of credit services and products to retailers and consumers, with one of the world's largest portfolios of consumer credit accounts. Workstation is a user-friendly, self-help enabled Web based front-end system that was designed to be accessible from both Collection and Customer Service Call Centers. The software is accessed by SYF employees on their desktops upon initiation of outbound collection calls and inbound customer service calls. The back-end system is in FDR that was designed to be accessible from both Collections and Customer Service Call Centers. Change Information is one of most used part of syf-workstation application with largest volumes of calls received by CSR every day. This use case provides CSR, the ability to change the details of cardholder such as address, phone numbers, email ids, MMN and

	<p>SSN updates. CSR can also update the income details of the cardholder using Income details link in Change info screen. CSR has the option to provide cell phone consent to cardholder's primary and secondary mobile numbers, based on which cardholder receives promotional messages and calls from SYF.</p> <p>Agent Experience is a Web based tool which helps Agents to view their performance in a gamification manner, so that Agents can improve their performance by taking the required training sessions. Agent experience helps Managers to help Agents by seeing the Agents performance in a gamification User Interface. A daily schedule feeds the new hire agents to Gameeffective, a third party application.</p>
Role	Senior Developer/Tech Lead
Solution Environment	Java 1.8, Spring Boot ,Spring Batch,Web-client,REST Services, Maven,PCF,Amazon S3
Tools	STS,Postman,Git, Mysql, SQLDeveloper, Cyberduck,Putty,Winscp

Project	GeoAccount On Cloud
Customer	Amex , U.S.A.
Period	September 2018 to till date
Description	<p>GeoAccount is an utility SOAP service exposed and is consumed by various internal systems of Amex . Legacy system is implemented in Mainframe Cobol and DB2 stored procedures .</p> <p>Objectives of this project :</p> <ul style="list-style-type: none"> • To enable the service as a REST API • To enable the service in enterprise cloud platform • To migrate the service to Java platform from legacy mainframe platform.
Role	Senior Developer/Tech Lead
Solution Environment	Java 1.8, Spring Boot ,Spring MVC , microservices, nodeJS , Maven,Dockers and kubernetes(openshift)
Tools	intellij,Postman,Soap UI,Git

Project	NSP – EQR (Electronic Quality Review)
Customer	JPMC , U.S.A.
Period	March 2017 to September 2018
Description	<p>Existing system allows the Quality Reviewers to manually follow the set of institutions to fulfil the Subpoena case requests</p> <p>Objectives of this project :</p> <ul style="list-style-type: none"> • Implement GUI/Toolbar Features providing User Friendly and

	<p>ease of use environment for EQR users and consumers</p> <ul style="list-style-type: none"> Integrate EQR with existing NSP, PHOTO, OE and P8 to create consistent workflow, tracking and maintain End-to-End history of Subpoena case process Implement Automation solution within and across EQR Application to provide consistent, error free, speedy Subpoena response & reviews by minimizing manual effort
Role	Senior Developer
Solution Environment	Java 1.8, Spring Boot ,Spring MVC , Web-Services, Angular , Maven
Tools	Eclipse Mars, SVN,SOAP UI

Project	O&M - Claims Management System
Customer	Telenor , Oslo, Norway.
Period	Dec 2015 to March 2017
Description	<p>Existing systems in the As-Is IS ecosystem such as Atlas were analysed to assess if they can support the new Claims process requirements. However, it was concluded that the functionalities is more of pre-processing type functionality before the claim is submitted and as such Claims process requirements cannot be supported in those applications. Hence new system named as “Claim management system” has been proposed for maintaining the claims life cycle</p> <p>Claim Management process primarily covers below functionality –</p> <p>Damage registration by CSRs and CLMS Portal users</p> <p>Claim life cycle management such as claim creation , update and</p> <p>Triggering of 3rd party Notification for claims</p> <p>Identification of incidents that are eligible for claim requests – both from Insurance perspective and 3rd party perspective</p> <p>Following up with sources that can provide documentation and ensuring that all relevant documentation is available & reviewed</p> <p>Applying claim policies and creating a claim case and initiating it with insurance company or 3rd party</p> <p>Settle the claim post receiving payment from insurance company or 3rd</p> <p>During the claim settlement, if there are any requests for additional information, missing information or disputes are worked upon. Clarifications and negotiations with the insurance provider/3rd parties occur</p>
Role	Senior Developer
Solution Environment	Java 1.6, Springs, Spring MVC , Maven, JPA Hibernate , JBOSS , Web Services,Java script, css
Tools	Eclipse Luna, Git, TOAD, Jenkins

Project	Visa Europe Regional Clearing & Settlement Service
Customer	VISA EUROPE , London , U.K.

Period	April 2012 to October 2015
Description	<p>Visa's role is to provide the global platforms, systems and processing services required to enable the transfer of funds and data between Members.</p> <p>In line with this role, Visa's global objectives ¹ are the following:</p> <ul style="list-style-type: none"> • To grow debit aggressively • To extend leadership in credit • To take the lead in commercial cards • To be the Internet currency of choice • To increase the value of accepting Visa in old and new channels <p>VISA EUROPE represents around 5,000 Member banks and financial institutions from 34 countries.</p> <p>It is a for-profit membership association, owned by Members. e.g. Barclays, savings and loans institutions and credit unions.</p> <p>VE RC&S The Clearing & Settlement system to replace a much older legacy system known as BASEII. This new system is the second major build block of the Visa Europe processing platform and will work alongside the Authorization systems. This will allow Visa Europe to easily support SEPA and all other European initiatives. This is a European system build by Europeans for Europeans.</p>
Role	Senior Developer
Solution Environment	Java 1.5, Struts , Springs, Maven, Hibernate , Websphere
Tools	Eclipse 3.2, StarTeam, clear case/clear quest , DB Visualizer

Project	GET – Work Force Automation
Customer	Comcast Cable and Communications
Period	March 2011 to April 2012
Description	<p>Comcast Cable is one of the largest video, high-speed Internet and phone providers to residential and business customers in United States. The customer can directly place their orders through various modes such as IVR, Comcast DOTCOM, Comcast Desktop application, Cramer Systems Group (CSG), Comcast Technology Recording All Contacts (COMTRAC). The placed orders will be then sent to Buy Flow Controller (BFC) which sends the order information to the Order Processor which is present in the Order Management system. The order processor performs the basic validations on the order such as customer, service information and sends it to the Vertical Order Manager (VOM) and populates the order details in either the CSG or the DDP billing systems based on the customer's location. In case of any validation failures the order processor puts the order in Common which in turn sends it to the upstream systems for fixing the validation errors.</p>

	GET deals with provisioning and activation of voice/video/data products to customers. GET systems are becoming vital to ambitious operators as recognition grows of the role they play in supporting faster service innovation and easier integration of new technologies. Comcast has provisioning and activation applications under GET suite to new technology stack to improve the reliability and robustness. Comcast has developed its own webservices platform called Enterprise Service Platform (ESP) where in all the WebServices are hosted.
Role	➤ Senior Developer
Responsibilities	➤ Coding and code review ➤ Impact Analysis & Design for business requirements
Solution Environment	Java 1.5, Springs, Maven, Hibernate , WebServices
Tools	Eclipse Juno, Tortoise SVN, Putty, SOAP UI.

Project	Mobile Internet – My3
Customer	Hutchison 3G UK Ltd (Three), Maidenhead, U.K.
Period	July 2010 to March 2011
Description	<p>My3 (Self-Care) is a custom built J2EE applications, exposed via the Web and the customer handset device. This application allows the customer to manage his account as well as cater for the self-services, provided by Sales and other self service channels.</p> <p>The main requirements delivered by this project as a whole consists of:</p> <ul style="list-style-type: none"> • Implicit Access – Managed internet access charged at defined differential rates. With the option to opt in or opt out to non-charged “WalledGarden”. • International Data Roaming – Ability to opt in or opt out will be available whilst under Implicit Access or using a Mobile Internet add-on. • Spend Warnings – Warning will be sent to the customers on Implicit Access or with an internet add-on when their data usage exceeds a specified trigger point. • Shadow / Out Of Bundle Alerts – An alert will be sent to the customers who are on Mobile Internet add-on when they reach their free unit • Shadow limit and begin to use out of bundle rates.
Role	Module Leader/ Senior Developer
Solution Environment	Java 1.5, Servlet, JSP, Springs, Oracle 10g, Resin-3.0.23,Hibernate,Java script, css
Tools	Eclipse 3.2, StarTeam, R22 subscriber , CVS,
Highlights	Involved in High Level Solution Design and Production support.

Project	ROI Online Payments
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Customer	Hutchison 3G UK Ltd (Three), Maidenhead, U.K.
Period	November 2008 to till July 2010
Description	The primary objective for My 3 ROI project is to support Republic of Ireland (ROI) customers for My 3 applications on both web and handset Channels so as to extend the self service capabilities to Irish customers. As part of release 1, only partial functionality of My 3 Self-Care Handset application was supported. It is expected to deliver the remaining functionalities on SC handset application and all functionalities on SC web application as part of release 2 and 3.
Role	Senior developer
Solution Environment	Java 1.5, Servlet, JSP, Springs, Webservices, Resin-3.0.23,Hibernate,Java script, css
Tools	Eclipse 3.2, StarTeam, R22 subscriber, SOAP UI
Highlights	Involved in Production support, UAT support and Defect Fix.

Project	ROI Phase 2 and 3 – My3
Customer	Hutchison 3G UK Ltd (Three), Maidenhead, U.K.
Period	May 2007 to till November 2008
Description	The primary objective for My 3 ROI project is to support Republic of Ireland (ROI) customers for My 3 applications on both web and handset Channels so as to extend the self service capabilities to Irish customers. As part of release 1, only partial functionality of My 3 Self-Care Handset application was supported. It is expected to deliver the remaining functionalities on SC handset application and all functionalities on SC web application as part of release 2 and 3.
Role	<ul style="list-style-type: none"> ➤ Developer ➤ Production support executive
Solution Environment	Java 1.5, Servlet, JSP, Springs, Resin-3.0.23,Hibernate,java script, css, HTML
Tools	Eclipse 3.2, StarTeam, R22 subscriber, SOAP UI

Project	My3 UK
Customer	Hutchison 3G UK Ltd (Three), Maidenhead, U.K.
Period	July 2006 to May 2007
Description	<p>“My3 (Self-Care) is a custom built J2EE applications, exposed via the Web and the customer handset device.</p> <p>This application allows the customer to manage his account as well as cater for the self-services, provided by Sales and other self-service channels.</p>

Role	<ul style="list-style-type: none">➤ Developer➤ Production support executive
Solution Environment	Java 1.5, Servlet, JSP, Springs, Resin-3.0.23, Hibernate, java script, css, HTML
Tools	Eclipse 3.2, StarTeam, R22 subscriber