sRESUME

**Sudheer Duvvuru**

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**Professional Summary:**

* Having 9.5 Years of relevant work Experience in Mainframes Technology in Development

and Production Support.

* Have a very good hands on experience on working with Defects and Enhancements and deployment of Change requests into Production.
* Have a very good knowledge on **Production Support** and SLA adherences.
* Have very good knowledge on **CR Implementation** process starting from the Design phase to Deployment.
* Have a good experience with monitoring and updating Tickets in **Clear Quest, JIRA** tools and **HP Service Manager, ITSM CRQ Management** tools.
* Good knowledge on working with **Endevor & Changeman** tools.
* Have good Working Experience in using **MySQL**, **Job Control Language** (**JCL**), **VSAM** and

# COBOL, DB2.

* Have a good working knowledge of **Service-Now and JIRA** to raise, monitor and resolve production tickets.
* Professionally trained on Mainframes for 3 months by IGATE in all the modules including CICS..
* Capable of understanding User Requirements and have very good user interaction and have a very good knowledge on **AGILE** process of SDLC.
* Good interpersonal communication skills.
* Team member with proven problem and solving skills.

**Work Experience:**

* Currently working as **Technical Lead** at **TCS**, **Chenna**i from Aug 2022 to till date.
* Worked as a **Senior Software Engineer** at **Bank Of America**, **Chennai** from **Aug 2018**

to **Aug 2022**.

* Worked as a **Senior Associate** in **Thryve Digital LLP** (HCL Client), **Chennai** from **Nov 2016** to **Jul 2018**. (First 6 months with HCL Payroll)
* Worked as a **Senior Software Engineer** in **Capgemini INDIA**, **Mumbai** from **Jun 2014**

to **Nov 2016.**

**Technical Competence:**

|  |  |
| --- | --- |
| **Technologies** | MVS, COBOL, JCL, VSAM, DB2 |
| **SDLC** | AGILE |
| **DB** | MySQL, DB2 |
| **Ticketing Tools** | Service-Now, HP Service Manager, Clear Quest, JIRA |
| **Tools** | Endevor, SPLUNK, ITOM, Dump Master, Trace Master, IDT, CMAN |
| **Scheduling Tools** | CA7 |

# Educational Qualifications:

|  |  |  |
| --- | --- | --- |
| **Education** | **University/College** | **Percentage** |
| B.Tech (ECE) | Amrita Vishwa Vidhyapeetham, Bangalore (2009 -  2013) | 7.47 CGPA |
| Intermediate | Narayana Junior College,Nellore (2007 – 2009) | 91.8% |
| S.S.C (10th ) | Navodaya High School,Naidupet (2007) | 89.5% |

**Certifications:**

* Completed COURSERA certification on **IBM Mainframe Practitioner** course and acquired a certificate.
* Recently completed the internal training on **IDz, Mainframe Devops Assistant, Topaz Connect, Sonar Lint, Sonar Qube** and ready to work on any project that requires these skills.

# Project Profile: Project # 1

**Title : Willis Insurance broking System**

# Technologies : Mainframes and other

**Role : Senior Software Engineer (Production Support)**

# Applications : Batch Support

**Client : Willis**

**Description:** The project deals with major global risk management and insurance intermediary services to different kinds of users. The Willis Global Insurance Wholesale business is supported in the UK by several Mainframe applications and that together comprise the full Broking System. Wholesale

business provides Insurance Broking services together with risk management and consultancy

services. The core activity is the conduct of internationally traded insurance and reinsurance business. The reinsurance business is the biggest contributor to the Willis business. The Insurance Wholesale business broking service includes Risk Assessment and Control, Marketing, Placing, Invoicing and Claims Management. The full Broking System comprises several applications. The NBAS, BDS Pricing, BDS Claims, and TOPAS are written in PL1/CICS. The NBAS, BDS Pricing, BDS Claims, and TOPAS are all Online and Batch Systems. The Accounting and Claims Warehouse however, are both purely Batch Systems.

# Batch Processing:

The Nightly Batch Streams runs daily except on weekends. Nightly Batch cycle starts at 8:00pm and runs till 12 midnight or later. On the average, batch jobs run for 4.5 hours. The online files are left open as read only files. The BDS Placing nightly batch starts from 9pm. The NBAS, TOPAS, and Accounting Warehouse batch streams start from 8pm. The A-Warehouse batch stream runs until

4am while NBAS and TOPAS batch streams are run until 12:30am. The UK day support is from 8am to 6pm while the mainframe ops monitor the Nightly Batch and will do the call out to the designated Mainframe Apps support of the week when a critical job has abended. The Accounting and Claims Warehouse Application is the final resting place of all the information that goes through all the Mainframe-based applications. Information from these applications are gathered and captured to compose the Accounting and Claims Warehouse.

# Roles and Responsibilities:

* Actively participated in transition phase of the project.
* Successfully took Knowledge transfer of Mainframe and AS400 based applications and prepared the knowledge documents.
* Part of the team involved in presenting reverse knowledge transfer to client.
* Prepared Override JCLs as a part of resolution for the daily ABENDS during daily mainframe batch processing.
* Successfully supported AS400 application independently.
* Resolved around 600 production tickets.
* Supported on daily sanity checks and critical month end tasks which includes report creations and batch job monitoring.
* Worked on user requests and ensured good user relationship with good SLA adherence.
* Achieved PAT award for independent and extensive support of AS400 application.
* Achieved I-Evolve award for making changes to the JCL in production side to avoid the job to fail regularly.

**Project # 2**

**Title : Synchrony Financial Services**

# Technologies : Mainframes and SQL

**Role : Senior Software Engineer**

# Applications : Genasys

**Client : Synchrony Description:**

The Synchrony Financial is a consumer financial services company in USA. Prior to its 2014 initial public offering, Synchrony operated as a GE capital retail Finance Corporation and was a division of General Electric. The company offers consumer financing products, including Credit cards and promotional financing.

Synchrony is the largest provider of Private Label Credit Cards (PLCC) in the US in 2014 and the company comprised 42 percent of the private label credit card market. The company provides private label credit cards and Dual Cards for its clients such as Walmart, Amazon, Lowe’s, GAP, Discount Tire etc.., The Care credit card is also through Synchrony bank, is for elective healthcare procedures or services, such as dental, veterinary, cosmetic and vision.

The project deals with the financial services to the consumers by Synchrony. When a costumer swipes the card of particular client at some third party outlet, the particular client pays the outlet and then the Synchrony pays the amount to the Client and gets the amount from the customer via credit card bill. A credit card application can be raised via three modes: Online, Mobile and Offline.

When a customer raises a request a credit card it first comes to Tandem, a device which routes the applications to the particular team or if something is down it does the work by itself. Tandem is a 24\*7 server which routes the applications to different systems via POS routers. The request via Tandem goes to Genasys where the applications get processed and sends the response to Tandem and then to the front end. The validations like FRAUD check, DUP check and Edit checks are done in Genasys and the process happens. The applications after processing comes to the queues with different status where we can check traffic of applications. The approved cards goes to FDR where the card gets printed. The applications having DUP check error, FRAUD check error and Edit check error are routed back to the user saying the reason for application rejection.

# Batch Processing:

Critical Batch process starts at 11 am for one region SYS2 and at around 12.30 pm IST for region SYS4. During SYS2 batch all the applications are routed to SYS4 and vice versa. Primary resource should monitor the batch jobs and ensure the jobs completed successfully and should inform the client manager on time. Also, primary should take care of the reports that should be sent to the client.

# Roles and Responsibilities:

* Actively supported the critical batch as a Primary as well as back up resource.
* Prepared Override JCLs as a part of resolution for the daily ABENDS during daily mainframe batch processing..
* Supported on tasks which includes report creations and batch job monitoring.
* Worked on user requests and ensured good user relationship with good SLA adherence.
* Monitored traffic queues after the critical batch to ensure the application traffic to the particular regions.
* Responsible for checking all the CICS regions are up and running and informed client manager on the same.
* Responsible for Development tasks from the client in the form of Change requests.
* Responsible for taking WSR reports and sent them to the client.
* Responsible for attending bridge calls during the scheduled maintenance.
* Being responsible for Holiday Monitoring, status calls with the onsite resource and Client testing data providing.

**Project # 3**

**Title : Membership Services Technologies : Mainframes Development and SQL Role : Developer**

# Applications : Other Party Information Systems (OPIS)

**Client : High Mark Health Solutions.**

# Description:

Highmark is a non-profit [healthcare](https://en.wikipedia.org/wiki/Healthcare) company based in [Pittsburgh,](https://en.wikipedia.org/wiki/Pittsburgh%2C_Pennsylvania) [Pennsylvania,](https://en.wikipedia.org/wiki/Pennsylvania) [United States.](https://en.wikipedia.org/wiki/United_States) It is a large individual [not-for-profit](https://en.wikipedia.org/wiki/Non-profit_organization) health insurer in the United States, which operates several for- profit subsidiaries. High Mark is a large scale provider of Health Insurance in United States.

In Highmark, membership team is responsible for the enrollment of new members during the Enrollment period and maintain the already existing members by maintaining the member’s health policies. To do this we have applications called ECS (Enrollment Communication Systems),

OPIS (Other Party Information Systems). ECS enrolls the members into the database and creates the policies, ID Cards and maintains all the data in DB2 database.

OPIS is a software application for HMHS and its Clients which determines which insurance carrier is has Primary, Secondary and Tertiary responsibility of paying the Claims when a patient visits the network of hospitals. It’s in other terms called as the defining the Primacy of a Policy.

Information about the other policies held by the user is stored in the database system and then OPIS evaluates the data to determine the Primacy by comparing the other policies held by the user. This Primacy information send to OSCAR via Claims interface. This can be observed through the Mainframe OPIS batch cycle.

# OPIS Batch:

There are four steps in OPIS batch cycle which involves **Member Sync, Inbound, Questionnaire** and **Reporting or Outbound**. The batch cycle runs from Mon to Fri at 23:30 EST. **Member sync** gets the input from the ECS and sends it to OPIS and so it starts once the ECS batch completes. **Inbound** takes the data from ECS and formats the data into desired formats and sends it to ICIS, Sub DB and CMR. **Questionnaires** are the templates by which policy holder can send it through different means (Offline or Online) for updating the policy and other details. This can also be sent during the Enrollment Period to enroll the new members. **Outbound** is the process by which all the users and the insurance carriers are informed on the Primacy coverage of the particular policy.

# Roles and Responsibilities:

* Responsible for gathering the requirement for Defects and Enhancements that require a code changes through change requests.
* Responsible for deploying the Change Requests into PROD. For this we need to Develop, Unit Test the code in Test regions. (Test Regions AEND,BEND)
* Responsible for whole CR Implementation process through ENDEVOR tool by creating the Packages for moving the components to AEND or BEND P regions for regression testing.
* Responsible for Release management during the code deployment and post release support.
* Actively supported the OPIS test batch cycle and resolved the ABENDS occur during the support.
* Prepared Override JCLs as a part of resolution for the daily ABENDS during daily mainframe batch processing..
* Responsible for monitoring the tickets in Clear Quest (CRs), Q tickets and incident tickets (HP Service Manager).
* Responsible for checking the SPLUNK reports.
* Responsible for communicating the release changes to the HMHS clients and making user of Client satisfaction .
* To run the ADHOC jobs for the receipt of critical files at the Clients end.
* Responsible for retrieving the Code from Endevor , Updating the Code, Unit Test the code, Send the code for regression testing and finally deploy the code into PROD though scheduled releases.

**Project # 4**

**Title : Corporate Actions on GMOT securities Technologies : Mainframes Development and SQL Role : Developer**

# Applications : DIVIDENDS, REORG, ASTRID Interfaces

**Description:**

A corporate action is any activity that brings material change to an organization and impacts its stakeholders, including shareholders, both common and preferred, as well as bondholders. These events are generally approved by the company's [board of directors;](https://www.investopedia.com/articles/analyst/03/111903.asp) shareholders may be permitted to vote on some events as well. Some corporate actions require shareholders to submit a response. Asset Services as a team supports for the daily BAU issues that arose and provide a development changes (Code Changes).

# CCF File migration to ISO standard form:

ISO 8601 Data elements and interchange formats – Information interchange – Representation of dates and times is an [international standard](https://en.wikipedia.org/wiki/International_standard) covering the exchange of [date](https://en.wikipedia.org/wiki/Calendar_date)- and [time](https://en.wikipedia.org/wiki/Time)-related data. It was issued by the [International Organization for Standardization](https://en.wikipedia.org/wiki/International_Organization_for_Standardization) (ISO) and was first published in 1988. The purpose of this standard is to provide an unambiguous and well-defined method of representing dates and times, so as to avoid misinterpretation of numeric representations of dates and times, particularly when data are transferred between [countries](https://en.wikipedia.org/wiki/Date_and_time_notation_by_country) [with different conventions](https://en.wikipedia.org/wiki/Date_and_time_notation_by_country) for writing numeric dates and times.

# Roles and Responsibilities:

* Responsible for gathering the requirement for Defects and Enhancements that require a code changes through change requests and JIRA.
* Responsible for deploying the Change Requests into PROD. For this we need to Develop, Unit Test and Regression testing and also UAT testing in TSOWEST region.
* Responsible for whole CR Implementation process through ENDEVOR tool by creating the Packages for moving the components to production region (TSONY) from the test region.
* Prepared Override JCLs as a part of resolution for the daily ABENDS during daily mainframe batch processing.
* Responsible for defining the data integrity while converting the CCF file to ISO standard format.
* During the migration did a lots of testing for around 60 days of data to define the data fitment into the correct fields in ISO when compared to CCF.

Successfully retrieved the data from the MQs and parsed the XML data into cobol readable form.

**Project # 4**

**Title : GLAS**

**Technologies : Mainframes Development**

**Role : Developer**

# Applications : GLAS – Gain Loss Analysis System – Tax reporting

**Description:**

GLAS gets the data from upstream and processes it to generate the different kinds of reports to customers along with calculation of Gain/Loss and/or Tax for any corporate actions. We Monitor 273 jobs as part of the support and also do enhancements of new code. We are using CMAN tool for implementations.

# Roles and Responsibilities:

* Responsible for gathering the requirement for Defects and Enhancements that require a code changes through change requests and JIRA.
* Responsible for leading the team.
* Gets the requirement from onsite and supports the junior resources to fix the issues.
* Takes care of full flow of CR implementation.
* Writes the COBOL programs when required.
* Supports the onsite customer for any kind of requests from them

# Personal Profile:

Name : Sudheer Duvvuru

Date of Birth : 11/06/1991 Father’s name : Anand Duvvuru Mother’s Name : Supraja Duvvuru Sex : Male

Languages Known : English, Hindi, Tamil and Telugu PAN : BCOPD4248L

# Declaration:

I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

# Place: Chennai

**Date: (Sudheer Duvvuru)**