**SUBHA**

******SUBHA.366327@2freemail.com**

**SOFTWARE DEVELOPMENT PROJECT EXECUTIVE**

FMC Network, (Health Insurance TPA)

, Dubai, UAE

Project Team Manager/Application

Architect/Scrum Master

Career Timeline

**Technical Team Lead-Manager | Software Development- 13 years of**

**Experience**

**Industry:** Sales, Integrated Financial/Accounting Services, Healthcare/Insurance, Automobile,Power Utility Sector, Liquor (F&B) trading, Real-estate, Manufacturing, Hotel & Hospitality, Warehouse & Inventory, Supply Chain, Hospitality and Service industry

**Domain:** Internal Customize ERP Application including Rent & Lease, Organizational Procurement ,In-house Sales, Fince & Accoutning Employee Recruitment and Relations Modules

Profile Summary

Energetic and driven **Scrum Master, Agile Project Manager** with a track record of success in managing complex IT modernization and system integration projects



Gained insightful experience in managing **multiple software development projects** across various geographies such as India, Dubai (UAE), USA, Japan, and Jamaica while meeting business needs in a fast paced, dynamic and globally expanding MNC environment



Hands on Experience in **design, development and deployment of Enterprise Web** **Applications** using Microsoft.NET and Technologies like Microsoft .Net Framework,SQL, Oracle, HTML and so on



Key focus on the **successful roll-out of projects** by defining scope, analyzing requirements, prioritizing tasks, identifying dependencies and evaluating risks & issues as per preset budgets



Expertise in liaising with various stakeholders during the course of problem diagnoses, **requirements gathering, detailed level high design, software design using UML** toensure that optimal resolutions are achieved



Drove efforts towards maintaining **software development practices**; adhered to company standards for coding and unit/functional test coverage; **supervised coding** **activities** dealing with creation of database tables with database packages, functionsand procedures



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| --- | --- | --- | --- | --- | --- | --- | --- |
| EGS Info. Pt. Ltd, |  | FCS Software Ltd, |  | Dubai Customs, as |  | FMC Network, |  |
| as Software |  | as Team Leader |  | System Analyst |  | UAE as IT |  |
| Engineer |  |  |  | Developer (Under |  | Application |  |
|  |  |  |  | Contractor) |  | Project Team |  |
|  |  |  |  |  |  | Manager |  |
| 2004-2006 | 2006-2007 | 2007-2008 | 2008-2012 | 2012-2013 | 2013-2014 | Since 2014 |  |
|  | IAP Company Ltd. |  | Primus Software |  | Autobahn CAR |  |  |
|  |  |  | Rental as |  |  |
|  | as Sr. Software |  | Corp. as Project |  |  |  |
|  |  |  | Application |  |  |
|  | Engineer-Team |  | Manager |  |  |  |
|  |  |  | Architect/Team |  |  |
|  | Leader |  |  |  |  |  |
|  |  |  |  | Manager (Contract) |  |  |
|  |  |  |  |  |  |  |

Core Competencies

IT Application Development Development, Design & HLD Documentation



Scrum/Agile Methodology Software Development Framework (SDF)



Coding & Testing Project Management Office



IT Security/Audits Team Management



Notable Accomplishment Across The Career

Directed IT engineering services and operations across broad disciplines including Business Solutioning, Product Engineering & Development (database & application), Application Management, Transformation & Integration of Enterprise Systems, Service Delivery and Consulting, Manage development life cycle in domains like Financial/Accounting, Insurance-TPA sector, Automobile, Power Utility, Liquor (F&B) Trading, Real-estate, Manufacturing, Hotel & Hospitality industry, Warehouse & inventory, , hospitality and service industry for Quality & Process management



Ensured product, process and service quality across all delivery units through agile methodology, including stand-up meeting and agile testing



Provided thought leadership and technical consulting in defining, implementing, ensuring, measuring and continuous improvement of coding standards, ISO security and business functionality process along with quality standards, frameworks, practices and measurements



Steered consistent, high quality deliveries from the offshore development facility resulting in a client satisfaction of 99% Received Excellence Award for high quality product delivery, process improvement and client satisfaction from FMC Network, UAE



Organizational Experience

**Since Oct'14: FMC Network, UAE (Health Insurance TPA, Dubai U.A.E) as IT Application Project Team Manager/Application Architect/Scrum Master**

**Apr'13-Sep'14:Autobahn CAR Rental, Dubai, UAE** *(On-contract)* **as Application Architect/Team Manager/Analyst Developer**

**Oct'12-Feb'13 Dubai Customs, Dubai, UAE** *(under Contractor InfoVista)* **as System Analyst Developer**

**Feb'08–Sep'12 Primus Software Corp., Noida, India**

(*Clients: <Confidential Company> Dubai, Jamaica Power Corporation-Jamaica, Solid Source Realty, Atlanta (USA), McKesson*

*(Health Care Comp.), Atlanta (USA).)*

*Growth Path:*

*Apr'14-Apr'17: Project Team Manager*

*Jul'06-Feb'13: Sr. Technical Associate*

**May'07–Jan'08 FCS Software Ltd., Noida, India as Team Leader**

**Jul'06–May'07 IAP Company Ltd., Gurgaon, India & Japan as Sr. Software Engineer-Team Leader**

**Mar'04–Jul'06 EGS Info. Pvt. Ltd., New Delhi, India as Software Engineer**

**Key Result Areas:**

Administering requirement gathering, system analysis and finalization of technical/functional specifications



Planning project activities including scoping, estimation, tracking, risk management, delivery management & post implementation support



Implementing project plans within preset budgets and deadlines



Creating and maintaining comprehensive project high level design technical document such as SRS, Functional Requirement document, class diagram, activity diagram, deployment diagram, Configuration Management Plan, using Visio 2012, UML



Administering Application Architect and DB design, Code Review, Scrum Master, Conduct Daily Standup and Weekly Review Meeting



Directing technology planning and direction, strategy development, leadership and implementation, business and operational transformation execution, business solution delivery, and business development



Managing third party relations including vendor assessment, relationship building, contract management, vendor negotiation and commercial assessment



Working on Scalability, Interoperability and Portability Analysis, Controlling Quality, and Benefits Realization Performing security risk assessment/analysis & recommended mitigation through appropriate controls, both in projects and for existing assets



Establishing and maintaining information audit & security framework; conducting IT Audit on Data security and implementing ISO/IEC 27001 as Chief Information Officer (CIO)



Academic Details

**M. Sc. (IT)** from KSU, Karnataka, India in **2005**



**CIC** from IGNOU, New Delhi, India in **2001**



**GNIIT** from NIIT, New Delhi, India in **1998**



**BA** from Utkal University, Orissa, India in **1995**



Certifications

Technical Skills

**PMP** Preparation Training



Microsoft Certified Professional Developer (**MCPD**)



Microsoft Certified Technology Specialist (**MCTS**)



**Cutting Edge:** Microsoft .Net Framework 4.5/4.0 with Web Services and WCF, WPF,ADO.NET, Silverlight 4, VisualStudio.Net 2012/2010/2008/2005, ORM NHyberNet, NServicebus, MSMQ, SSRS, Ajax, Share Point Portal 2010 **Project Management:** MS-Project 2013, Team Pulse

**Design Tools & Technique:** VISIO 2013, Enterprise Architecture UML

**Languages:** C# 4.5, ASP.Net 4.5, VB.Net, VB6

**Scripting:** HTML, DHTML, Java Script

**Databases:** SQL Server 2014/2012/2008, Oracle 10g

**Web Server:** MS Internet Information Server (IIS) 6.0

**Reporting Tool:** SSRS, RDLC Reports, Crystal Report

**Version Control Tool:** TFS, MS Visual Source Safe 2005, Star Team

**Operating Systems:** Win-7, Win. Vista-Business, Win. XP-Prof., Win. 2000 Entp. server

**Third Party controls:** Intersoft Web Controls, ComponentOne-IPredict, Telerik

**Architecture & Design Pattern:** MVC, MVVM,SOA, smart client server, N-Tier usingAbstract Factory, Factory and Singleton design pattern

**Business Intelligence:** SQL Server Business Intelligence(BI) Development

**Others:** Entity Model & Prism



Skill Set

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Leadership | Team | Planner | Communicator | Risk |  |
| Management | Management |  |
|  |  |  |  |

***Note: Refer to the annexure for projects handled***

Annexure:

**Company: FMC Network, UAE, Dubai**

**Time Period:** October 2014–Till Now (On Project Base)

**Technology / Environment:** Windows 7, VS 2013, C#, WCF, XAML, ASP.Net, TFS, SQL Server2014, SSRS.

**Role:** IT Application Project Team Leader

**Tem Size:** 7

Project: <CMC > Customize in-house ERP Application for Health Insurance TPA business



Project: <FMC-CMS Portal > http://fmcnetwork.net/; design and architect of the application



Project: <ISO 27001-2013 > | Successfully implemented ISO 27001-2013 IT security



**Scope:**

**Operation Module**:



1. Managing the Policy information and policy holder information including premium, policy table of benefits (TOB), policy coverage, deductible and member limits; policy cancellation, suspension period
2. Maintaining member information including addition/ deletion of member, reinstate and premium according to the active period o Generating invoice as per members Addition deletion as per TOB services

o Administering the provider information including agreed tariff and provider facility and physician details o Handling automatic claims download from the Dubai and Abu Dhabi Health Authority Post Office

o User Management

o Electronic Drug Formulary Interface, and integrating Lab Interface with Quest Diagnostics and Lab Core using HL7 Version 2.3 and 2.5. Clinical Standards ICD9/ICD10 CPT Cross Coding, DRG code

o Supervising Auto Claims Process using business adjudication to reduce the claims cost o Checking the general exclusion, and the drug elegy as per previous dispense

o Supervising the real time transaction between providers and insurance company

o Supervising provider’s eligibility check. Network eligibility check, View the patient history. Member (patient) eligibility check o Applied CEED (Coding Edit Engine of Dubai) and PBM (Pharmacy Benefits Management System) alerts, Applied Drug to Drug

contraindications, Drug to Diagnosis contraindications, Drug to Age contraindications o Direct Claim management

o Claims Processing, Freezing and upload RA (Remittance advice) to DHA and HAAD post office as xml format within timeframe as per health authority

o Providing audit report to finance department for billing purpose o Integrating with PeachTree Accounting Software

o SMS Facility to send updated message to member

**Real-time (eClaim) Module:**



1. Prior Authorization Claim Submission with Live claims status, used by more than 500 providers in Dubai and Abu Dhabi emirates o Checking the member and validating the policy benefits and policy coverage during the claim submission level

o Managing the pre-approvals limits and pending utilized amount o Request for e-prescription Referral

o Sending all claims at month-end to Dubai and Abu Dhabi health authority PO as xml format o Providing audit report to providers after claims processing

**Other Key Projects:**

**Company: Autobahn CAR Rental, Dubai**

**Project: <Business Suite > Customized ERP Web Application for Rent a Car business**

**Period:** April 2013–September 2014 (On Contract Base)

**Technology / Environment:** Windows 7, VS 2012, C#, WCF, XAML, ASP.Net, VSS 2005, SQL Server2008, SSRS

**Role:** Application Architect and DB design & Coding

**Team Size**: 4

**Project:** <M1CP> | **Client:** Dubai Customs, Dubai | **Period:** October 2012–February 2013 (On Contract Base)

**Technology / Environment:** Windows 7, VS 2010, C#, WCF, XAML, ASP.Net, VSS 2005, SQL Server2008

**Role:** Coding & Team Management

**Team Size:** 3

**Period:** May 2012- September 2012 (5 months) | **Project:** Multiple Projects on maintenance | **Client:** Multiple Client

**Technology / Environment:** Windows 7, VS 2010/2008, C#, WCF, ASP.Net, Silverlight 4, VSS 2005, SQL Server2008.

**Role:** Coding & Team Lead

**Team Size**: 5

**Period:** April 2011–May 2012 (13 months) | **Project:** GeNome |**Client:** JPS, Jamaica. (Jamaica power supply company)

**Technology / Environment:** Windows 7, VS 2010, C#, WCF, ASP.Net, Silverlight 4, VSS 2005, SQL Server2008, Silverlight, NHibernate,NServiceBus,

**Role:** Coding & Team Lead

**Team Size:** 5

**Period**: Sept. 2010–March 2011 (7 months) | **Project:** Transaction Management System (TMS) System | **Client:** Solid Source Realty,Atlanta (USA) a real estate buy & sale company

**Technology / Environment**: VS 2008, C#, asp.net, WCF, VSS 2005, SQL Server2005

**Role:** Coding & Team Lead

**Team Size:** 4

**Period:** Feb. 2008–Oct. 2008 (9 months) | **Project:** SMO Update Tool | **Client:** McKesson (Health Care Comp.), Atlanta (USA). **Technology / Environment**: VS 2005, C#, Win Form, windows Services, .Net Framework 2.0, Star Team, Oracle 9i, Crystal Reports withMVC pattern

**Role:** Coding & Team Lead

**Team Size:** 4

**Project:** Techbridge Mobile application | **Client:** Tec bridge Atlanta, USA | **Duration:** 1 month

**Technology / Environment:** VS 2008, C#, web services consumed, ASP.Net, .Net Framework 3.5, Star Team, SQL Server 2005, CrystalReports

**Role:** Coding & Team Lead

**Team Size:** 4

**Project:** Immotek | **Period:** March 2007–Dec. 2007(10 months) | **Client:** Immotek, USA. is a real-estate dealing company **Technology / Environment:** VS 2005, C#, web services, ASP.Net, .Net Framework 2.0, AJAX, Visual Source Safe, Sql Server 2005, CrystalReports

**Role:** Coding & Team Lead

**Team Size:** 6

**Project**: UCPS (Used Car Purchase System) | **Period:** June 2006 - April 2007 | **Client:** <Confidential Company>, Japan. This is anautomobile company dealing with used car in Japan.

**Technology / Environment**: VS 2005, C#, windows services, Win Form, .Net Framework 2.0, SQL Server 2005, Visual Source Safe,

Oracle10g, Crystal Reports.

**Role:** Coding & Team Lead

**Team Size:** (Total 2 team 5 + 5)

**Project:** EBS | **Duration:** 36 months (Total involvement of 11 months) | **Client:** EGS, USA. an IT Service provider company.

**Technology / Environment:** VS 2005,C#, Win Form, Dot Net Framework 2.0, Visual Source Safe, SqlServer2000, Crystal Reports,

JavaScript

**Role:** Coding

**Team Size:** 6