

RESUME

Name:
Contact:

Usha N
81477 86541

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SUMMARY:

- Over 21 months of experience interacting with customer worked as administration in Hutch
- Over 22 months of experience in BPO industry worked in Tata Consultancy Service (through AARGEE Associates)
- Hand on experience in handling support interactions on phone/email/chat with Onsite.
- Extensively worked to meet the Business Users Requirement.
- Over 3.5 years of experience with IT-industry in Development and Project Management of Smartcard with specialization in Client Management, Requirement Management, Project monitoring and control

SKILLS:

- Support different project simultaneously of different domain
- Domains: Smartcard, Banking sector
- Leading a Team
- Excellent knowledge in Terminal (ATM and POS Terminals) and Chip card (Smart Card) Transaction
- Monitoring and control in accordance to Companies QMS (Quality Management System)
- Good communication Skills.
- Good interaction with user / clients.
- Professional attitude.

EDUCATION:

- B.C.A, Madras University (May - 2002)
- Diploma in Computer Software, Aptech, Tirunelveli, April 2000
- Certification done on Test case design Techniques

TECHNICAL SKILLS:

- **Languages** : C++, VB 6, TCL Scripting
- **Database** : SQL Server 2000/2005, Oracle 9i, Ingres 6.4, FoxPro 2.6, MySQL 5
- **Technologies** : Smartcard, Terminals (ATM, POS etc.),
- **IDE** : VS 6.0 / 2003 / 2005, Eclipse 3.3 , NetBeans5.5
- **OS** : Windows NT/2000/9x

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WORK EXPERIENCE:

Orange Business Services, Bangalore, India
Senior System Engineer

Jun 2007–Present

PROJECTS HANDLED:

Project Name: TIP

Team Size: 11

Technology used: Mastercard Proprietary tool

Description:

TIP (Terminal Integration Process) we will certify the terminal to deploy in the live environment as per the Mastercard rules

Role & Responsibilities:

- Project Management - SLA / Project charter
- Maintaining Interactive Q&A and Glopst (project tracking tool)
- Interaction with numerous business groups and other IT teams as appropriate.
- Created database objects such as tables, views, synonyms, indexes, sequences.
- Preparation of project effort forecasting
- Client Interaction
- Managing the team
- Domain Expertise
- Analysis of the existing manual TIP process, and MasterCard Database
- Involved in Designing stage
- Designed Database structure
- Involved in GUI Development

Orange Business Services, India
Senior System Engineer

2008–2009

PROJECTS HANDLED:

Project Name: EMVCo Contactless DB

Team Size: 3

Technology used: VB, MSAccess

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Description: Developed the data base for PayPass Contactless details.

Role & Responsibilities:

- Involved in GUI development
- Designed Database structure
- Involved in Designing stage

Project Name: MChip 2.2 Card Library

Team Size: 4

Technology used: INQ

Description:

To develop the card library as per the provided specification, based on the specification provided we need to develop test case and Scripts to test the card

Role & Responsibilities:

- Project Management - Estimation / Project charter
- Maintaining Interactive Q&A and Glopst (project tracking tool)
- Knowledge transfer for client development
- Preparation of project effort forecasting
- Client Interaction
- Managing the team
- Domain Expertise
- Preparation of Release notes
- Training of Users

Project Name: PayPass

Team Size: 2

Technology used: TCL

Description:

To develop the card library to test the Paypass Contactless reader

Role & Responsibilities:

- Taken over the Project
- Requirement Understanding
- Client interaction

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- Design(Developing the Test Case and Test Scripts)
- Managing the team
- Domain Expertise
- Bug Fixing
- Preparation of Release notes
- Training of Users

Project Name: CAP

Team Size: 2

Technology used: TCL

Description:

To develop the card library as per the provided specification, based on the specification provided we need to develop test case and Scripts to test the card reader.

Role & Responsibilities:

- Taken over the Project
- Requirement Understanding
- Client interaction
- Design(Developing the Test Case and Test Scripts)
- Managing the team
- Domain Expertise
- Bug Fixing
- Preparation of Release notes
- Training of Users

Project Name: EVAL upgradation to EMVCo Test Case 4.2c

Team Size: 3

Technology used: TSA, TCL, MS Access 2002, RSA

Description:

EVAL (EPI Validation Application Layer) is a tool used for Level 2 Terminal Testing by Mastercard. EVAL acts as a card simulator. The actual card data code as scripts and are executed with the help of EVAL engine and CEMUL Box. This project is to update the existing scripts, and creating new scripts in accordance with the EMVCo Test Case 3.52b. Scripts are written based on individual test case settings with TSA/TCL languages, and converted to binary files with tsa, tcl compilers. These binary files are executed along with EVAL engine and the data are transformed to the terminal via CEMUL Box and probe. The result of the transaction is obtained

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from a log file generated by EVAL engine.

Roles & Responsibilities:

- Quick understanding of EMV domain
- Prepared of Estimation
- Interacting with Mastercard Project Manager throughout the project
- Managed the team
- Developed scripts.
- Preparation of Release notes

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Tata Consultancy Services, Chennai, India
Processing Executive

Aug 2004–May 2006

Project Name: Gitto

Team Size: 160

Technology used: Proprietary tool

Description:

Barclays is a largest Bank in UK. They are opening Account for Small, medium and large Scale Business Customer.

Giotto is a Account Opening Project for Small Scale Business Customers in Uk.

Giotto Project Consist of Process:

- KYC Process (Know Your Customer)
- Account Opening Process
- Quality Check

KYC (Know Your Customer): To Interpret Application sent form Onshore for Current Accounts in line with the know you customer(KYC) Policy of the bank as regulated by Financial Services Authority (A Governing Body of UK) and approves it for account opening.

Account Opening: To open Accounts & to do Quality checks on Accounts Opened in line with guidelines given by Bank

Roles and Responsibilities:

- Working as a Team Member in a Giotto Project
- Account Opening for Small Business in GIOTTO Project, BARCLAYS BANK, UK
- Verifying Customer Documents for account opening based on KYC accreditation rules and regulations.
- Handling Customer Financial Status for Account Opening
- Verifying and updating the security database for small business customers of the Barclays Bank
- Verifying and releasing account details using “Customer System”
- Updating Small business customers with KYC markers. KYC markers are exclusive procedure followed by the Barclays bank to know the customer

Achievements:

- Reduced the error rate
- Individually handled high volume of transactions

Hutch, Chennai India
Administrator

Nov 2002–Aug 2004