Senior System Engineer

Infosys Technologies Ltd

September 2009 – April 2010 (8 months) Bangalore, India

Infosys Technologies Ltd is the second largest IT services provider in India that designs and delivers technology-enabled business solutions to Fortune 2000 clients around the globe. Infosys pioneered the "Global Delivery Model (GDM)" that became a disruptive force in the outsourcing business. I worked specifically for the client American Express.

+ Managed effort estimation, resource allocation and planning of individual projects. Successfully handled two small projects without any additional resources and delivered with zero defects.

+ Provided expertise, guidance and support to new entrants in the project team though personal mentoring and training sessions.

+ Acted as a value adding interface between the project team and the client to work on issues and solutions ensuring timely product delivery.

+ Played a pivotal role in organizing team building activities and ensuring participant engagement in the project team.

+ Key player in the product development of Amex "Delta Companion E-Certificate" replacing the traditional paper certificate.

+ Managed team interaction with Data Architects & DBA for database modifications.

+ Extensive software testing experience (UT, SIT, UAT) with the support of Mercury Quality Center.

+ Designed and implemented quality practices in project via Defect Prevention Committee that I have anchored. The committee was responsible for root cause analysis of issues, creation of knowledge documents & ensuring knowledge dissemination in the project portfolio.

+ Developed a high sense of cross cultural sensitivity by working with clients and vendors from India, USA, UK, China and Philippines.

Tools/ Technologies: Mercury Quality Center, Configuration Management Tools (VSS, CHGMAN), MS Office Project, MS Visio