
SENIOR SOFTWARE PROFESSIONAL: DESIGN | DEVELOPMENT | IMPLEMENTATION

IMPROVING PROCESSES. INSPIRING TEAMS. ALIGNING BUSINESS AND IT.

Customer-oriented growth catalyst with 12-year track record of achieving aggressive business goals through innovative development processes. Foster dynamic environments that yield revenue-producing products on time and on budget. Communicate effectively with IT and business stakeholders at all organizational levels.

Visionary leader inspiring talented teams to achieve “stretch” goals. Build agile systems that set the standards in volatile markets. Expert at translating business needs into technical specs that deliver desired results.

Technology ROI champion consistently delivering value-added solutions and high-quality performance while minimizing expenditure. Counter “over-engineering” trends with elegant, effective, affordable solutions. Deep understanding of J2EE, WebLogic, JMS, web services, and SOA technologies.

- Awards and Recognition -

- **Round of Applause**, Compuware, 2008
- **CIO Award**, OnStar, 2006
- **Certificate of Appreciation**, Satyam, 2005
- **Take a Bow Award**, OnStar, 2005

Technical Repertoire

- **Messaging & Middleware** (JMS)
- **Management & Monitoring** (JMX, MBean)
- **Transaction Management** (JTA)
- **Distributed Business Objects** (EJB, JNDI)
- **Persistence Management** (JPA)
- **Web Services Development** (JAX-RPC, WebLogic)
- **Custom Adapter Development** (JCA)
- **Java & XML binding** (JAXB)
- **XML & XPATH**

- Career Snapshot -

Intel Corp.
Detroit, MI, 2005–Present
SR. SYSTEMS ARCHITECT

Improved GM’s OnStar product performance for internal and end users and laid foundation for entry into new global markets by designing and developing SOA architecture and applications.

Desi Computer Services
Detroit, MI, 2003–2005
SR. CONSULTANT

Enhanced reliability of GM’s OnStar product and drove millions of dollars in additional sales by enabling value-added email communications with 1M end users.

British Petroleum Trading
Houston, TX, 2002–2003
PROGRAMMER/ANALYST

Increased efficiency and trading intelligence for billions of dollars in energy trades by building a single platform for viewing statistics and executing transactions across multiple exchanges.

Shell Corporation
Houston, TX, 2001–2002
SR. SOFTWARE SPECIALIST

Supported billions of dollars in energy trades by developing Transaction Data Feed System that provided brokers and counterparties of Enron Online with transaction data.

IBM Corporation
Austin, TX, 2000–2001
SR. SOFTWARE ENGINEER

Expanded product offerings to include Digital Storefronts and Online Shopping Carts that were written atop the existing e-business platform and customizable for creation of dynamic client websites.

Technology Intel. Agency
Cambridge, MA, 1998–2000
VP OF TECHNOLOGY

Played key role in rapid growth and profitable sale of startup organization. Developed flagship smart email response management product for B2B marketing.

SELECTED PROJECTS (complete list available)

LEAD ARCHITECT, GM/OnStar: Vehicle Interface Platform, Phase I & II, 2005–2008

GM/OnStar needed to improve the success of retries following business request failures and consolidate Vehicle Services business logic from multiple applications into one. Additional goal was to adopt a Service Oriented Architecture to ease the introduction of new Business Processes and Modifications. Analyzed business requirements and performed impact analysis for all applications needing change. Created architecture for Vehicle Interface Platform. Designed and developed Custom Business Process Engine.

- Reduced request completion time 40% by refactoring Vehicle Services business logic into one application.
- Set stage for improved system agility and functionality with SOA-compatible software design.
- Improved retry success rate by balancing CPU utilization, improving database response times, and replacing Web Services invocations with RMI invocations for critical transactions.

SOA ARCHITECT, GM/OnStar: OnStar Vehicle Diagnostics (OVD), 2004–2005

GM/OnStar wanted to improve service and strengthen customer communications with a real-time email application that would send messages containing vehicle diagnostics and premium service usage information to 1M OnStar subscribers. Designed JMS-based solution for OVD platform to receive events from specific vehicles. Created software design document and designed components needed to consume events, aggregate data, generate email content, send emails, resend failed emails, record email bounces, and measure application performance.

- Improved retention, renewals, and revenue-per-customer.
- Boosted customer loyalty by using monthly emails as a marketing platform.

PROGRAMMER/ANALYST, British Petroleum Trading: Energy Exchange Integration Pack, 2002–2003

BP needed a robust, high-availability platform for energy trading, one that delivered real-time intelligence on, and communications with, multiple exchanges using desktop trading applications. Developed message exchange layer using TIBCO Adapter SDK to integrate multiple trading exchanges. Built multiple adapters within exchange layer, including Trading Adapter, Market Adapter, and Symbol Adapter. Enhanced security and session management by developing Authentication Adapter.

- Expanded traders' ability to work across multiple exchanges by providing a single client and unified view.
- Enabled new research and analysis of price movements and compressed on-boarding time for new traders.

VP OF TECHNOLOGY, Technology Intelligence Agency: Email Management Application Suite, 1998–2000

Led development of market-differentiating automated response solution for businesses receiving a high volume of email. Designed email feeder process that continually monitored mailboxes and fed application. Built intelligent router that filtered spam and classified other mail into defined categories. Router had capability to learn from feedback. Developed tools for handling core email functions.

- Delivered tool that was cornerstone of \$500K in first-year sales, driving team growth from 5 to 15 people, and commitments from 20+ corporate clients.
- Played key role in profitable sale of company after 1.5 years.

ACADEMIC CREDENTIALS AND TECHNICAL REPERTOIRE

MS, Computer Science, Rice University; Houston, TX, 2001
BTech, Engineering, Indian Institute of Technology; Mumbai, India, 1998