



# NANCY BENNETA

Senior Mainframe Technical Architect & Solution Developer

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## SUMMARY

A competent and confident, results driven IT professional of 15+ years of total experience. She specializes in IBM Mainframe Application Development and comes with expertise executing and leading project teams. Within her current role in IBM she leads, and is responsible for managing a team of analysts, developers, testers & engineers, while driving delivery and serving as a specialist with expertise in formulating business requirements for a 5-tiered Java based benefits inquiry system. Nancy, within the length and breadth of her role, analyzes and optimizes various technical solutions for complex business requirements impacting over 200 stake holders, holding complete ownership for functional & technical track of the projects.

Recognized for working in a techno-functional capacity with a strong understanding of business processes, mainframe programming, and relational databases to design, program and assist in determining impact of change to programs and systems. Accredited for accurate review and analysis of program specifications to determine the effort needed to make changes.

As an eternal and enthusiastic learner, Deeptha brings positivity and cheer to the teams she leads. She is well known for motivating teams to excel and perform to the best of their capabilities.

## WORK EXPERIENCE

### Since 2010 –TATA CONSULTANCY

#### Since 2018 - Healthcare Requirements Writer, Technical Lead - Accumulations Migration

##### Primary KRA's

- Assessing current state architectures and developing target state blueprints and transformational roadmaps to achieve strategic organizational objectives.
- Analyze mainframe system resource usage (storage and performance); recommend and implement optimizations accordingly.
- Performing root cause analysis for incidents, system and performance concerns.
- Developing data models and table structures that meet complex business needs.
- Provide technical guidance across a 30 members cross-functional, cross-platform application development team spread globally.
- Consultant and subject matter expert to influence development strategies.
- Staying abreast with latest technology infrastructures and development processes in the industry and marketplace.
- Determining application technical infrastructure components such as specific databases, programming languages, utilities, testing approach, and tools.
- Advocating for change to deliver innovative solutions that meet client needs.
- Mentor the agile development team on all aspects of membership migration.
- Use various burn up & burn down charts to track project progress against key success criteria.
- Create success criteria and communicate them to the stakeholders.
- Develop and coach the team to conform to project management best practices.
- Explore ways to automate and streamline redundant and repetitive test procedures and processes.

### 2018 - Project Manager, Technical Architect – Prime Infrastructure Project

- Analyzed technical capabilities of an existing legacy environment and ensuring streamlined migration into a scalable system.
- Procured of needed resources to build a stable environment that can successfully house the modernized migration solution across the legacy system.

## CORE COMPETENCIES

IBM Mainframe Applications & Programming

Project Management Lifecycle

Software Development Lifecycle (SDLC)

Requirement Gathering & Analysis

Core Application Design Development

Testing

Production Integration & Deployment

Documentation & Maintenance

DB2 Stored Procedures

Online CICS tools

BMC IMS Tools

IBM IMS tools

Creation of Mainframe tools

## DOMAIN EXPERTISE

- Financial
- Banking & Healthcare Applications

## PROJECT MANAGEMENT METHODOLOGY PROFICIENCY:

### Waterfall

Project Integration Management, Change Management, Stakeholder & scope management, Costing & Scheduling.

### Agile

Planning, design discussions and scrum meetings for the project.

- Studied the scope of automating several analysis and transposing procedures which have now become widely used best practices.
- Created environmental specifications per legacy system and proposing ways to reuse application assets.
- Mentored a virtual team of 50 and bring them to speed on various technical and functional aspects of the CS90 and ACES legacy systems.
- Spearheaded the creation of knowledge assets in order to manage and propagate best practices to future projects, and the creation of test scripts to technically and functionally check out every legacy application applicable for the kernelized solution.
- Ensured 100% coverage of all technical and functional aspects.
- Conducted bi-weekly knowledge and information sharing sessions in order to harness and propagate the knowledge built over time.
- Conduct Team performance assessments and developed templates to effectively capture performance metrics.

#### **Recognized in this period as a:**

- A Mainframe tools specialist and champion.
- IMS/DC and IMS/DB application and systems specialist, SME.

#### **2010 – 2017 - Technical Team Lead – Anthem, Inc. – CS90 Claims, DBM, XMTLX, Vendor feeds**

- Gathered business requirements for multiple healthcare claims processing related projects.
- Drove the ICD10, Top tier benefit accruals portal project, ClaimsXten, Anthem Enterprise Pricing Service (AEPS), Dual Routing of benefit displays – OBIS/ OBUS portal, RBT projects.
- Orchestrated several productivity tools to streamline redundant and manual processes.
- Managed and enhanced AArates (Auto Adjudication rates)

#### **Awards and recognition – Will be represented visually**

- IBM Eminence & Excellence Awards 2018
- IBM Eminence & Excellence Awards 2017
- IBM Spark Awards 2016
- IBM Put the Client First Awards 2018, 2017, 2016, 2015, 2014
- IBM-Anthem’s Innovations Review board member
- IBM Recognized Teacher / Educator
- IBM Recognized Mentor
- IBM Technical Specialist

## **PAST EXPERIENCES**

- 2003 – 2008 - Cognizant Technology Solutions, United States of America - Senior Associate (Last held position)
- 2002 – 2003 - Kanbay Software, India - Associate Consultant
- 2001 – 2001 - Laser Soft Info Systems, India - Software Programmer

## **KEY DELIVERABLES**

- Software development leadership for quality engineering strategy from a technical perspective.
- Review the business / technical requirements and provide technical guidance and architectural suggestions.
- Specify frameworks and test automation tools.
- Support multiple sprinting teams to ensure consistent quality practices.
- Lead adherence to set SLA practices and commitments.
- Partner with Product Owners, Scrum Masters and other delivery team members to ensure the highest quality in the applications under test.
- Serve as a mentor to test automation engineers, build and maintain test automation framework across the toll migration environment.
- Identify opportunities for process improvement through automated solutions and lead test automation code reviews.
- Accountable for understanding the business needs of the organization and translating those needs into technological systems designs specifications and solutions.
- Architect, design, prototype, and deliver solutions across applications to support strategy and deliver business value.
- Serve as a core member of agile team that designs and develops software applications and tests and builds automation tools.

## **TOOLS & UTILITIES EXPERIENCE:**

- IMS Batch Terminal Simulator
- IMS Program Restart Facility
- Mainview
- Application Performance Analyzer (APA) Tool
- Fault Analyzer
- Xpeditor
- IMS Application Restart Control
- IMS Fast Path Online Reorg
- IMS Fast Path Online Image Copy
- IMS Fast Path Recovery Utility
- IMS Fast Path Online Restructure
- MAXM Reorg
- Database Compression for IMS/TM
- IMS Program Restart Facility
- IBM InfoSphere IMS Replication for z/OS
- IMS Command Control Facility
- CA Endeavor
- ChangeMan ZMF
- IMS Decoder
- IBM Debug Tool

- Partner with customers and other internal teams and technical product managers to deliver improvements to the platform.
- Use technical acumen to provide design alternatives, ask probing questions and support the team in technical issue resolution.
- Design, program, test, implement and support information systems within the framework of the HGB systems.
- Contribute significantly towards systems analysis and design efforts with the responsibility for tasks associated with the initiation, definition, and specification of information systems. Document development materials in accordance with SLA norms.
- Prepare and execute systems test plans and assist end users with acceptance testing as needed.
- Plan system installation and conversion support and prepare all necessary system, operations and turnover documentation.
- Develop enhancements, resolve issues, correct problems, make minor modifications, and coordinate testing of releases and oversee regular production efforts including data extracts, customizations and monitoring.
- Provide on call support as requested for various applications systems.

## SIGNIFICANT PROJECTS EXECUTED IN IBM

### IMS Improvement Project - Project Manager, Technical Manager

**Duration : 1 year - 2014-2015**

#### Project Description:

Migration of Anthem, Inc's WGS legacy system from using BMC software to IBM's software. All BMC's IMS DB/DC tools and utilities were replaced with that of IBM's in all of WGS legacy applications running on California Mainframes.

#### Technologies:

IMS Application Restart Control | IMS Fast Path Online Reorg | IMS Fast Path Online Image Copy | IMS Fast Path Online Analyzer | IMS Fast Path Recovery Utility | IMS Fast Path Online Restructure | MAXM Reorg | IMS Fast Path Analyzer | Database Compression for IMS/TM | IMS Program Restart Facility | MS Project | GANTT Chart

#### Roles & Responsibilities:

##### Technical Role:

- Studying the entire landscape of WGS legacy applications to understand the impact of decommissioning BMC utilities.
- Analyze and study existing BMC IMS software such as: BMC tool inventory to be decommissioned: Application Restart Control, Fast Path Online Reorg, Fast Path Online Image Copy, Fast Path Online Analyzer, Fast Path Recovery Utility, Fast Path Online Restructure, MAXM Reorg, Fast Path Analyzer, Database Compression for IMS/TM.
- Analyze and study the 'future state' of replacing all of the BMC software with that of IBM's software.
- Create technical assets to compare and analyze the impact of the tools migration to legacy applications.
- Drive application wise analysis of legacy inventory to capture detailed technical modifications to achieve the "future state".
- Drive testing of all of the legacy applications to achieve maximum test coverage of all functional and technical aspects.
- Create tools to automate several of the manual processes during impact analysis, performing application changes, generation & execution of test cases.
- Mentored a geographically dispersed team of 30 on IMS DB/DC.
- Successfully achieved the future state of decommissioning BMC utilities and installing IBM's IMS tools & utilities.

##### Project Manager Role:

- Capacity planning
- Recruiting talent
- Drove all operational aspects of onboarding.
- Drove Quality activities, created newly designed and relevant documents to capture the technical nature of the engagement.
- Drove knowledge sharing sessions and retrospective meetings on a weekly basis.
- Resource performance analysis
- Managed risks & all project communication

### Benefit Accumulation for traditionally migrated Anthem members – Requirement Writer, Technical Architect

**Duration: 1.5 years: 2015-2017**

#### Project Description:

Development of the Online Benefit Inquiry Portal for traditionally migrated Anthem members from CS90 to WGS. A typical Anthem customer service representative should be able to query on both the member and the group in which the member is enrolled within the CS90 enrollment & billing system.

#### Technologies:

##### Standard technologies:

Servlet | JSP | EJB | JDBC | XML | HTML

## **Mainframe Technologies: IMS/DC, IMS/DB, IMS/TM, DB2, MQ**

### **Other:**

Health Insurance Portability and Accountability ACT (HIPAA)

### **Roles & Responsibilities:**

- Create and update Business Requirement Documents and Functional Requirement Documents.
- Act as a liaison between the business units, QA and the technology teams. Lead JAD sessions and act as the lead facilitator for various projects from start to finish through the SDLC.
- Participate in Code Reviews, System Testing and UAT followed by production verification, post production testing and support.
- Conduct BRD walk thru session with the entire finance team, business, testers and developers after the completion of the BRD. Organize meetings with the SMEs of the dependent systems. Conduct weekly issue meetings with customers.
- Design of new IMS Databases to house facilitate benefit inquiry of traditionally migrated members in Anthem.
- Drove all technical decisions in the legacy backend.
- Trained and mentored a team of 50 on the SDLC processes, IMS/DB / DC technicalities and application functions.

## **Prime Infrastructure Project – Modernized Migration Solution - Project Manager, Technical Manager**

**Duration: 1.5 year - 2016-2017**

### **Project Description:**

The vision of the prime environment is the co-location of each of Anthem's legacy system's (ACES, WGS, CS90) into kernels to facilitate their integrations. The solution is enabled through a technical process of "kernelization" which breaks out the legacy system components needed to preserve the administration of the existing product and benefits into portable "kernels". These kernels are integrated into the WGS eco-system to enable the consolidation of common front & backend operations.

### **Tools & Technologies:**

IMS DB/ DC / TM | DB2 | Mainview | Application Performance Analyzer | File-Manager IMS | Fault Analyzer | MQ | Endeavor | Changeman | FTP | NDM | Infogix | IBM Debug tool | Message Queues | Batch Terminal Simulator (BTS) | ACF2 Security

### **Roles & Responsibilities:**

- Detailed study of the CS90 legacy application and software, code within every application
- Study of infrastructural needs of legacy applications
- Creating a checklist of portable items to Prime's kernel.
- Automating the study of kernelized components
- Automating the shipments of kernelized components
- Creating test scripts to under if the environment's capability of hosting 3 legacy systems.
- Creating recommendations to fine tune the environment on an ongoing basis.

## **ACADEMICS & CERTIFICATION**

- Madras University, St Joseph's College of Engineering - Bachelors of Engineering, with Distinction, 2001
- PMI-PMP Certification
- IBM Automation Practitioner Badge
- IBM Cognitive Practitioner Badge
- IBM Watson Conversation Service Foundations
- Data Science Foundations Level-1
- Data Science Foundations Level-2
- DB2 V8.1 Family Fundamentals