



Kasi Ram R

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Experience Summary

Overall, 14 plus years of IT experience, predominantly in Enterprise Application Integration development and design, people management, troubleshooting, administration, and automation using Mulesoft suite of products, and Unix/Shell Scripting.

Mulesoft Certified Platform Architect (MCPA)

Mulesoft Certified Integration Architect (MCIA)

Mulesoft Certified Developer (MCD)

Certified Scrum Master (CSM)

Techno-Functional and Management capabilities; underwent and successfully completed the “**General Management for IT Executives**” one-year part-time management programme by the *Indian Institute of Management, Bengaluru* in 2016

Experienced in managing people in both organizational and project contexts, across geographies, performing performance reviews, appraisals, suggesting individual development plans, mentoring them in technical and soft skills. Experienced in client, stakeholder management, executive summary presentations, technical demo, proposal sessions. Experience in working with clients to develop and execute their business needs with the use of information technology in the integration space, especially using Mule ESB. Excellent client facing communication skills combined with resourceful technical skills.

Roles played in overall IT career – Technical Architect, Principal Solutions Consultant, Mulesoft SME, Offshore team lead, TIBCO BW Developer, TIBCO AMX SOA and BPM Administration, Automation using shell scripts, support specialist, TIBCO Deployment Analyst, TIBCO support analyst.

Proficient in TIBCO BW 5.X, TIBCO Hawk, TIBCO Administrator, TIBCO EMS, TIBCO ActiveMatrix SOA and BPM Environments with SSL, deployment, and maintenance of TIBCO components TIBCO Business works, TIBCO Rendezvous, TIBCO Administrator, TIBCO EMS, and TIBCO Hawk and proficient in creation of Self-signed certificates and keystores for use by the non-production environments. Hands-on in **TIBCO BW 6.X**, with experience in developing proof of concepts and use cases including BW6.x admin.

Scrum Foundations Professional Certificate (SFPC) certified

Hands-on in *Amazon Web Services(AWS)* – EC2, Lambda, API Gateway, VPC, RDS, Aurora, Serverless, IAM POCs

Certified RHCE (Red Hat Certified Engineer). Proficient in creating automated shell scripts for monitoring, reporting purposes and for any given requirement in general

Career Profile

Dates	Organization	Role
Jan 2023 – Till Date	Psyncopate Inc.	Technical Architect
June 2021 – Dec 2022	Psyncopate Inc.	Principal Solutions Consultant
March 2018 – June 2021	CGI	Lead Analyst
October 2013 – February 2017	Cognizant Technology Solutions	Senior Associate
December 2007 – October 2013	Wipro Technologies	Solution Delivery Analyst

Awards and Recognitions

Pace Setter Award for best contribution and client management – February 2023

Dream Team Award - Wipro Technologies - Oct 2011

ASP Oscars - Best Performer award – Cognizant Technology Solutions - April 2015

Project Experience (Most Recent First)

Client Name:	Internal Product Development	Duration – April 2022 – Till Date
Project	Internal Product Development	
Project Abstract:	Internal Product Development	
Tools & Technology	Anypoint Platform CloudHub, Runtime 4.4, Anypoint Studio 7.15, Maven	
Role & Responsibilities	Role: Product specialist. <ul style="list-style-type: none">- Visualize product- Finalize and enable features- Involve and drive execution- Architect, design and implement solutions	

Client Name:	Pacific Dental Services, California	Duration – July 2022 – March 2023
Project	Migration from Mule 3.9 to Mule 4.4	
Project Abstract:	The goal of the program is to migrate the existing organization-wide integrations developed in Mule 3.9, to the Anypoint API led connectivity based Mulesoft 4.4 solutions. Systems include extensive integration of Oracle FMS, AWS, Workday, MySQL, MSSQL and other internal products. The aim was to also simplify processes, policies, platforms and products to, among other things, better leverage out-of-the-box capabilities and industry leading practices across customer, partner and sales experiences.	
Tools & Technology	Anypoint Platform CloudHub, Runtime 4.4, Anypoint Studio 7.11, Maven, Oracle FMS, AWS, Workday, MySQL, MSSQL, GitHub, Postman	
Role & Responsibilities	Role: Delivery Manager, Senior Technical Consultant, Mulesoft Responsibilities: <ul style="list-style-type: none"> - Architect and redesign solutions - Formulate and regularly communicate the Project plan and status - Gathering Requirements - Creating API specifications in RAML 1.0, - Designing , Implementing APIs on Mulesoft Anypoint Studio (7.13) and Design Center - Transformations using DataWeave - Creating, managing API proxies, policies , SLA tiers on Mule embedded API Gateway - Managing accesses on API manager, Access Management - Automating the CI/CD processes - Deploying and Managing applications on various environments with defined branching strategy - Visualizing Application flows and logs on the Runtime Visualizer and external monitoring tools - Post go live support 	

Client Name:	Toyota, Canada	Duration – April 2022 – July 2022
Project	Mulesoft Catalyst Launch	
Project Abstract:	This was a catalyst launch, with an aim to provide expert services to assist customer in setting up the Anypoint Platform, establishing a sustainment model, customer's internal support model, coaching internal resources	
Tools & Technology	Anypoint Platform CloudHub, Runtime 4.4, Anypoint Studio 7.11, Maven, CircleCI, AWS, Salesforce, Netsuite, Coupa, Concur, GitHub, Postman	

Role & Responsibilities	<p>Role: Senior Technical Consultant, Mulesoft Responsibilities:</p> <ul style="list-style-type: none"> - Gathering Requirements - Designing solutions - Creating API specifications in RAML 1.0, - Designing , Implementing APIs on Mulesoft Anypoint Studio (7.11) and Design Center - Transformations using DataWeave - Creating, managing API proxies, policies , SLA tiers on Mule embedded API Gateway - Managing accesses on API manager, Access Management - Automating the CI/CD processes - Deploying and Managing applications on various environments with defined branching strategy - Visualizing Application flows and logs on the Runtime Visualizer and external monitoring tools - Post go live support
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Client Name:	Vice Media	Duration – November 2021 – March 2022
Project	Migration from Dell Boomi to Mulesoft	
Project Abstract:	<p>The goal of the program is to migrate the existing organization-wide integrations developed in Dell Boomi, to the Anypoint API led connectivity based Mulesoft solutions. Systems include extensive integration of Salesforce, Netsuite, Concur, Coupa and other internal products. The aim was to simplify processes, policies, platforms and products to, among other things, better leverage out-of-the-box capabilities and industry leading practices across customer, partner and sales experiences.</p>	
Tools & Technology	Anypoint Platform CloudHub, Runtime 4.4, Anypoint Studio 7.11, Maven, CircleCI, AWS, Salesforce, Netsuite, Coupa, Concur, GitHub, Postman	
Role & Responsibilities	<p>Role: Senior Technical Consultant, Mulesoft Responsibilities:</p> <ul style="list-style-type: none"> - Gathering Requirements - Designing solutions - Creating API specifications in RAML 1.0, - Designing , Implementing APIs on Mulesoft Anypoint Studio (7.11) and Design Center - Transformations using DataWeave - Creating, managing API proxies, policies , SLA tiers on Mule embedded API Gateway - Managing accesses on API manager, Access Management - Automating the CI/CD processes - Deploying and Managing applications on various environments with defined branching strategy - Visualizing Application flows and logs on the Runtime Visualizer and external monitoring tools - Post go live support 	

Client Name:	AT&T	Duration – June 2021 – October 2021
Project	AT&T Clouddrunner	
Project Abstract:	The goal of the Clouddrunner program is to simplify the organisation-wide sales processes, policies, platforms and products to, among other things, better leverage out-of-the-box Salesforce capabilities and industry leading practices across customer, partner and sales experiences.	
Tools & Technology	Mulesoft Anypoint Platform Runtime Fabric, Runtime 4.X, Anypoint Studio 7.X, Maven, AWS, Salesforce	
Role & Responsibilities	<p>Role: Mulesoft Consultant Responsibilities:</p> <ul style="list-style-type: none"> - Creating API specifications in RAML 1.0, - Designing , Implementing APIs on Mulesoft Anypoint Studio (7.9) and Design Center - Transformations using DataWeave 2.0 - Creating, managing API proxies, policies , SLA tiers on Mule embedded API Gateway - Managing accesses on API manager - Deploying and Managing applications on various environments - Visualizing Application flows and logs on the Runtime Visualizer and external monitoring tools 	

Client Name:	Telia Company	Duration – June 2018 – June 2021
Project	Integration Office AIF	
Project Abstract:	<p>Telia Company AB (formerly TeliaSonera) is a Swedish dominant telephone company and mobile network operator present in Sweden, Finland, Norway, Denmark, Lithuania, Latvia and Estonia. The company has operations in other countries in Northern and Eastern Europe, and in Central Asia and South Asia, with a total of 182.1 million mobile customers (Q1, 2013). It is headquartered in Stockholm and its stock is traded on the Stockholm Stock Exchange and on the Helsinki Stock Exchange.</p> <p>The project functions on the Agile methodology and on the technological front, incorporates the DevOps model of working.</p>	
Tools & Technology	TIBCO Business Works 5.19,5.13, TIBCO TRA 5.7, TIBCO Designer 5.7.3.3, TIBCO EMS 8.0, JIRA, Bitbucket, GitHub, Jenkins, Netbeans IDE, SourceTree, Apache Camel, SpringBoot, Kubernetes, Jenkins, Putty, WinScp.	

Role & Responsibilities	<p>Role: DevOps Analyst</p> <p>Responsibilities: Take tasks to completion on time</p> <ul style="list-style-type: none"> - Design, develop tibco bw integrations, document, create test cases and unit test report for modules taken up, regression and end to end testing - Production Deployment of services via CI/CD and post deployment support/monitoring - Development, testing, configuration and deployment of Apache Camel services - Involved in the analysis on the impact of existing code, changing design to have newer features, optimization of functions. - Design of the solution and proposal to the client on the same, seeking sign off. - Meetings with members of the team regarding the course of action - Review of the code, design document, mapping sheets, deliverables - Day to day deployment of TIBCO BW and Apache Camel Services on the relevant Domains via scripts and JENKINS. <p>-</p>
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Client Name:	TalkTalk UK	Duration – March 2018 – June 2018
Project	Production Operations Support	
Project Abstract:	TalkTalk Telecom Group plc (commonly known as TalkTalk Group , trading as TalkTalk) is a company which provides pay television, telecommunications, Internet access, and mobile network services to businesses and consumers in the United Kingdom. It was founded in 2003 as a subsidiary of Carphone Warehouse and was demerged as a standalone company in March 2010. Its headquarters are in London.	
Tools & Technology	TIBCO Business Works 5.11, TIBCO TRA 5.10, TIBCO Designer 5.8, TIBCO EMS 8.0, Oracle Database 10G R2, Github, Jenkins, Putty, WinScp, Jenkins	

Role & Responsibilities	<p>Responsibilities: Lead and guide the team to take tasks to completion on time</p> <ul style="list-style-type: none"> - Involved in the daily deployment on the Non-Production and Production environments following the release cycle. - Installation and Configuration on different environments - Monitoring services via cron jobs and alerts - Performing regular health checks - Automating redundant activities using shell scripts - Meetings with the delivery team and other members of the team regarding the course of action - Resolve environment issues and incidents - Guiding the team, mentoring junior resources on technical aspects, mail etiquettes and related skills. - Configuration of the necessary artifacts needed on the environment such as Databases, EMS instances, etc.
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Client Name:	Australia and New Zealand Bank, Sydney	Duration – December 2016 –February 2017
Project	MIG2 Contributions	
Project Abstract:	<p>MIG 2 Contributions was developed to design a solution that supports a comprehensive package of reforms from the Australian Taxation Office [ATO] to enhance the 'back office' of superannuation processing and includes the implementation of new data and ecommerce standards for superannuation transactions. The ATO have released an update to the Contributions Message Implementation Guide (MIG) which enables the ATO themselves to send messages for Government Contribution [GCTR] and Government Contribution Amendment [GCTAR] transactions through the SuperStream network</p>	
Tools & Technology	<p>TIBCO Business Works 5.11, TIBCO TRA 5.8, TIBCO Designer 5.8, TIBCO EMS 8.0, Oracle Database 10G R2, Github, Jenkins</p>	

Role & Responsibilities	<p>Role: Offshore Team Lead</p> <p>Responsibilities: Lead and guide the team to take tasks to completion on time</p> <ul style="list-style-type: none"> - Involved in the analysis on the impact of existing code, changing design to have newer features, optimization of functions by taking DB heavy logics off TIBCO into Oracle stored procedures - Design of the solution and proposal to the client on the same, seeking sign off. - Meetings with the architect and other members of the team regarding the course of action - Review of the code, design document, mapping sheets, deliverables and assigning tasks - Design, develop, document, create test cases and unit test report for modules taken up - Guiding the team, mentoring junior resources on technical aspects, mail etiquettes and related skills. - Day to day deployment of TIBCO BW Services on the relevant TIBCO administration Domains via JENKINS. - Configuration of the necessary artifacts needed on the environment such as Databases, EMS instances, etc.
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Client Name:	Kohl's Corporation, USA	Duration – Feb 2016 –Oct 2016
Project	RMS15 Upgrade	
Project Abstract:	As part of the RMS Upgrade project, Kohl's is implementing the latest version (v15) of the Oracle Retail suite of applications with the objectives of Addressing issues with the legacy IT environment, Migrating from a custom to package application environment and providing additional capabilities to the business. Major functional components of the oracle retail solution include foundation data, stock ledger, planning, optimization, sales audit and Invoice match.	
Tools & Technology	TIBCO Business Works 5.11, TIBCO TRA 5.8, TIBCO Designer 5.8, TIBCO EMS 8.0, Oracle Database 10G R2, Github, Jenkins	

Role & Responsibilities	<p>Role: Offshore Team Lead</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> - Lead and guide the team to take tasks to completion on time - Involved in the analysis on the impact of retiring RMS9, changing design to have parallel flows to RMS13 and RMS15, implementing the code changes, providing testing and deployment support. - Day to day deployment of TIBCO BW Services on the relevant TIBCO administration Domains via JENKINS. - Design of the solution and proposal to the client on the same, seeking sign off. - Meetings with the architect and other members of the team regarding the course of action - Review of the code, design document, mapping sheets, deliverables, - Guiding the team, mentoring junior resources on technical aspects, mail etiquettes and related skills. - Configuration of the necessary artifacts needed on the environment such as Databases, EMS instances, etc. - Sanity check post creation of the environment. - Proactive identification and troubleshooting of environment issues - Unit Testing of the code - Implementation of the same across environments (SIT, DEV, UAT, PROD) - Support and Enhancement of the deliverables - Enhancements/Development of new functionalities based on the requirements in TIBCO BW. - Reviews and Enhancements of already existing processes - Managed the Go Live and post warranty support from offshore
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Client Name:	Williams Sonoma Inc. (WSI)	Duration – August 2015 –February 2016
Project	Barclays Integration	
Project Abstract:	<p>Barclays feed will be delivered by the Barclays systems directly into a Cardholder Data Environment (CDE) environment associated with the Enterprise Payment Service. Once the feed file is detected in the CDE environment,</p> <p>The TIBCO Barclays Market Feed Service is triggered and begins the processing of the file. The TIBCO service extracts the PAN information and sends it to the Enterprise Payment Service for the tokenization. The message to the Enterprise Payment Service may contain either an encrypted or a plain-text PAN. The Enterprise Payment Service tokenizes the provided PAN and returns all appropriate tokens.</p> <p>The TIBCO service writes the non-PAN related elements of the original record and the vendor Matching Token into an output file and triggers a process by which the newly created output file with the Matching Tokens is placed into a non-CDE system, accessible by the Marketing Systems.</p> <p>The Marketing Systems consume the provided file and associate the Matching Tokens with the WSI customer profiles and Barclays account ID's.</p>	

Tools & Technology	TIBCO Business Works 5.11, TIBCO TRA 5.8, TIBCO Designer 5.8, TIBCO EMS 8.0, Oracle Database 12c Enterprise Edition Release 12.1.0.1.0 - 64bit, Tortoise SVN.
Role & Responsibilities	<ul style="list-style-type: none"> - Implementation of SOAP and HTTP REST web services in TIBCO BW for the payment services. - Day to day deployment of TIBCO BW Services on the relevant TIBCO administration Domains via JENKINS. - Configuration of the necessary artifacts needed on the environment such as Databases, EMS instances, etc. - Sanity check post creation of the environment. - Creation of Shared Libraries in designer, to be re-used in other BW projects - Proactive identification and troubleshooting of environment issues - Build of the Administrator, EMS instances on relevant environments as per the application team's requirements in compliance with existing standards - Creation of Types, Packages, sequences, Stored Procedures and requisite tables in the Oracle database for summary report generation and other requirements. - Unit Testing of the code - Implementation of the same across environments (SIT, DEV) - Support and Enhancement of the deliverables - Enhancements/Development of new functionalities based on the requirements in TIBCO BW. - Reviews and Enhancements of already existing processes

Client Name:	Williams Sonoma Inc. (WSI)	Duration – November 2014 –August 2015
Project	Enterprise Payment Services	
Project Abstract:	<p>The current PCI complaint WSI infrastructure handling the customer payment information is expected to be outdated in near future. PCI Compliance rules dictate that this infrastructure needs to be upgraded. The recurring infrastructure upgrade and frequent complaint audits are estimated to cost several millions in operating cost.</p> <p>WSI is embarking on building an enterprise payment service that can be used by all channels for all tenders currently supported by WSI (not all tenders may be supported at launch though) and to support additional tenders in the future.</p> <p>In order to protect the customer's payment sensitive information and to reduce the PCI scope, WSI has strategically decided to leverage payment tokens as a part of OMSD2 project. WSI has engaged tokenization vendor to implement next generation payment service.</p>	
Tools & Technology	TIBCO Business Works 5.11, TIBCO TRA 5.8, TIBCO Designer 5.8, TIBCO EMS 8.0, Oracle Database 12c Enterprise Edition Release 12.1.0.1.0 - 64bit, Tortoise SVN.	

Role & Responsibilities	<ul style="list-style-type: none"> - Implementation of SOAP and HTTP REST web services in TIBCO BW for the payment services. - Day to day deployment of TIBCO BW Services on the relevant TIBCO administration Domains via JENKINS. - Configuration of the necessary artifacts needed on the environment such as Databases, EMS instances, etc. - Creation of Shared Libraries in designer, to be re-used in other BW projects - Proactive identification and troubleshooting of environment issues - Build of the Administrator, EMS instances on relevant environments as per the application team's requirements in compliance with existing standards - Creation of Types, Packages, sequences, Stored Procedures and requisite tables in the Oracle database for summary report generation and other requirements. - Unit Testing of the code - Implementation of the same across environments
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Client Name:	Siemens Healthcare, USA	Duration – October 2013 –November 2014
Project	Siemens CM Dev	
Project Abstract:	Siemens CM Dev solution bridges care silos across a community to help improve collaboration among care teams and the patients they are at risk to serve. It consolidates and analyzes data to prioritize patients' health needs and then enables expanded team members to manage evidence-based care plans for chronic conditions and preventive care. Siemens CM Dev is unique in that it uses embedded workflow technology to help care teams and patients proactively manage all plan activities across time, venues, and roles.	
Tools & Technology	TIBCO Business Works 5.11, TIBCO TRA 5.8, TIBCO Designer 5.8, TIBCO EMS 6.3/7.0,TIBCO Active Matrix Service Grid 3.3, TIBCO BWSE 5.11, TIBCO ActiveMatrix BPM 2.2, Microsoft SQL Server 2008.	
Role & Responsibilities	<ul style="list-style-type: none"> - Analyzing the requirement and code changes. - Development and unit testing. - Participating in Defect discussion call. - Defect fixing/issue resolution. - Support and Enhancement of the deliverables. - Reviews and Enhancements of already existing processes. - Unit Testing, Regression Testing, Use Case Testing - Implementation of the same across environments (SIT, DEV) - Support and Enhancement of the deliverables - Documentation of the test reports, run book on the script functionality, etc. 	

Client Name:	Citigroup	Duration – April 2011 – October 2013
Project	TIBCO Run Time Assurance Project (RTA)	
Project Abstract:	Development and delivery of the TIBCO specific middleware services for the banking application. Assured availability for troubleshooting issues/code fixes. Development of services in order to enable various functionalities, Assured environment availability in a support context on a Linux based environment, across more than one region.	

Tools & Technology	TIBCO Business Works 5.4.2, TIBCO TRA 5.4, TIBCO Administrator 5.4, TIBCO Designer 5.4, TIBCO EMS 4.3, HP Quality Centre 9.2
Role & Responsibilities	<ul style="list-style-type: none"> - Gathering requirements for development - Discussion on the implementation plan - Development and unit testing of the BW code in the project. - Implementation of the same across environments (SIT, UAT) - Tracking of defects and analyzing the cause. - Defect fixing/issue resolution. - Support and Enhancement of the deliverables. - Troubleshooting of issues reported. - Documentation of the test reports, etc. - Deployment of TIBCO BE/BW/Adapter Services on the relevant TIBCO administration Domains. - Reviews and Enhancements of already existing processes. - Worked with the client in SINGAPORE for 14 months

Client Name:	Citigroup	Duration – May2010 – April 2011
Project	Citigroup BPM Shared Technology Environment Engineering	
Project Abstract:	Development of installer packages (RPMs) to setup the application environment and engineering of the shared environment used by various Business Process Management applications. Business Process Designing, Establishment of the BPM Center of Excellence (CoE).	
Tools & Technology	Red Hat Linux – RPM packaging, Shell Scripting, Business Process Management (BPM), Oracle BPM Suite (OBPM)	
Role & Responsibilities	<ul style="list-style-type: none"> - Scripting and automation of the BPM Environment setup - Development and Delivery of installer packages (RPMs) in short time frame - Unit Testing, Regression Testing, Use Case Testing - L3 Support and Engineering for the deliverables - Oracle BPM - User Interface Customization - Preparation of Standards and guidelines for the BPM Center of Excellence (CoE) 	

Client Name:	General Motors Acceptance Corp., USA	Duration – March 2009 – May 2010
Project	GMAC Sustain - Application Support	
Project Abstract:	<p>The Open Systems comprises of various financial and related applications like eAgency, Saleslogix, EPIC, Peregrine, Clarity Admin, SFTP, KMS and Enterprise Services.</p> <p>All these applications in turn interact with each other and also various other applications. The Project dealt with the support and maintenance of these.</p>	
Tools & Technology	J2EE, SFTP, Process Management, Batch Scripting, Automation, Shell Script, VBScript	

Role & Responsibilities	<ul style="list-style-type: none"> - SFTP - Scripting new SFTP jobs - Gathering Requirements by getting in touch with the concerned people - Scripting the changes that included Encryption and Decryption, if needed - Receiving signoffs - Analyzing and fixing issues - Handled and identified critical issues and resolved them in time that would have been unnoticed otherwise. - Configuring Search indexing on the Production and Test servers
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Client Name:	General Motors Acceptance Corp., USA	Duration – May 2008 – February 2009
Project	eAgency	
Project Abstract:	eAgency is a legacy Motor Insurance application for motorists in the USA. The project deals with the removal of licensed software dependency for mail alerts from the various components, and enhancements for migration from mainframe coding to .NET	
Tools & Technology	ASP, ASP.NET, IIS, Microsoft Visual Basic, .NET Framework VB.NET, MS Access, SQL Server 2000, MS Office, Visual Basic, Visual Interdev, Serena Dimensions, Tortoise SVN, Final Builder	
Role & Responsibilities	<ul style="list-style-type: none"> - Analysis and re-engineering of missing source code components - Removal of DB server Hardcoding - Setup of the Application, Version control system using Serena Dimensions - Code merge - Unit Testing, Fixing Issues, End to End User Acceptance Testing 	