# RESUME CUSTOMER

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**OBJECTIVE:**
I would like to have a challenging technical or business opportunity where I can utilize my experience and knowledge and deliver goals with high precision, within budget.

**Summary**

Experienced technical manager offers 19 + years of diverse financial services experience, motivational leadership skills, a proven track record of accomplishments with progressively increased responsibilities, and the ability to strategically drive bottom-line results using a hands-on approach. Understands the linkage between technology, process improvement, business operations, customer satisfaction and strategic planning.

**Background info**

I have been working with Countrywide/Bank of America for past 16 plus years in Secondary Marketing.  I have developed many major applications like Obfuscation process for NPI data, FTP hub for BAC transition, Venus pooling system, LoanDB repository, Servicing portfolio, Rules Builds, TFS for entire department and helped with many other applications like Mustang Rules processes, CMI process, and Iseries data downloads through data mirror. Currently maintaining all Secondary SQL databases and supporting them. I have helped configure several SAN frames and servers and maximized the performance for Apollo, Pyxis, Pathfinder, SMA applications and also implemented Clarion cloning with the help of SAN teams. So I have gained most of the Secondary Marketing financial business knowledge and many technical skills over the years. Actually I have started my career in information technology after my master degree in Computer Science back in 1992 from university of New Haven Connecticut and worked with several companies all over the US and finally settled in California.

**Vice President, Sr Tech Mgr**
**Bank of America, Calabasas, California**
Public Company; BAC; Banking industry
March 2010 – Present (1 year 4 months)
Designed and developed a Metrics Reporting system for ECT&O management to show all software and hardware facts (Created a process which brings in data from Runbook, Maximo, Enventory and RSR systems and runs hundreds of rules and creates several reports daily).

Designed and developed monitoring tools to monitor disk space and database files space  and presented through SSRS reports for HLI database group. Installed and configured SharePoint 2010 for HLI Database administration and maintaining  it. Created a standard template for automated SQL builds for HLI through GridApp Clarity application.

**Vice President, Sr Tech Mgr**
**Bank of America, Calabasas, California**
Public Company; BAC; Banking industry
April 2009 – March 2010 (11  months)
Managing a team of 6 – 8  associates.

Managed hundreds of Secondary Marketing databases and helped with the design and development of the data strategy and involved with major database designs. Helped with Security for several hundred servers with shares and databases. Design and development of Obfuscation system which scrubs NPI data in SQL databases and publishes to lower environments like development and Testing. This system is remediating around 40 TB data in SQL databases every month.  An FTP hub developed as part of the BAC and Countrywide transition.

Implemented an automated centralized backup & restore process for all Secondary Marketing SQL Servers which backup all databases with SQL Litespeed to a centralized location based on the semaphore system which is driven by each individual application. Configured all SQL Servers for optimal performance with data around anywhere from 2 - 6 TB databases.   Implemented SQL DB mirroring for several primary site servers to contingency servers to synchronize data for disaster recovery or site failure.  Build and configuration of SQL Servers (both SQL 2005, SQL 2008) for Secondary Marketing as part of the data center integration.  Helped ET&D team with DCI designs for SRDF and NAS filers and SAN LUN layouts.


**First Vice President**
**Countrywide, Calabasas, California**
Public Company; CFC; Financial Services industry
December 2001 – April 2009 (7 years 5 months)
Managed a team of 8 to 10 associates

Implemented TFS for entire Secondary Marketing department and transitioned source from VSS to TFS and continue to support and maintenance.

Implemented Clarion SAN cloning for 10 databases around 15 TB data with the help of EMC and SAN team for analytics which runs every day after nightly production batch process and get used by the trading desk in order to analyze risks associated with the loan portfolio based on the live market conditions.

Design and development of a FTP hub for data transmission between Bank of America secondary systems to legacy Countrywide systems. This system moves data for all market pricing between different departments across the USA.

Design and development of an application server farm in order to distribute and optimize the speed and performance of agency rules execution for half a million loans which run through hundreds of rules and the whole process is get done under an hour.

Design and development of Servicing Portfolio which keep track of all up to date information about 23 million loans. Data replicated from Iseries system to SQL Server through Data Mirror and executes hundreds of rules using a proprietary rules engine and records all results and creates custom reports and distributes to all branches.

Design and development of LoanDB system which will record each and every loan application that comes to Countrywide and all subsequent updates also. It keep tracks of all application updates and sends the data to the automated underwriter system and records the recommendations, later on after funding underwriter uses this data for approval decisions. We have implemented a replication system which synchronizes the data at three different data centers within the USA.

**Vice President**
**Countrywide, Calabasas, California**
Public Company; CFC; Financial Services industry
July 1999 – December 2001 (2 years 6 months)
Design and development of major upgrade of Venus pooling system in order to support the daily pooling well over a billion dollars in order to support the increased demand. Design and development of TFS for entire Secondary Marketing for source code repository.

**Architectural Software Engineer**
**Countrywide, Calabasas, California**
Financial Services industry
July 1995 – July 1999 (4 years 4 month)
Design and development of Venus Pooling System for a national mortgage lender called Countrywide Home Loans. Countrywide operates in an extremely competitive marketplace. Cyclical nature of mortgage banking business requires the company to be extremely nimble in reacting to the changing market conditions.  To compete in a constantly changing marketplace, the company has to continuously introduce new mortgage products, as well as, search out methods for selling and delivering loans to the secondary market. Additionally, the company needs the flexibility to optimize each delivery in a way that will result in the highest possible price for each delivery. This, in turn, dictates that the business processes and the systems that support these processes must be extremely flexible and adaptable.

This system keeps track of all loans, CHL Packages and Pools. This system was developed under 3 tier architecture using with Object Oriented Design technology, Active Database Objects. The data model was developed with Ervin. Helping Trading desk setup package programs for Agencies such as Fannie Mae, Freddie Mac and Ginnie Mae with rules and based on the agency contract will write complex business rules to for the system.  This system runs all the rules in the package program to make a valid package with eligible loans with high efficiency. Then the packages get assign a valid pool numbers. Then trading desk finalizes the pools and sends that information to Custodian bank and investor accounting, after certification from custodian bank those pools electronically transferred to the agencies.

We have implemented Loan Sales functionality that uses by Loan Sales department to generate Agency transmission files (like Mornet, Midanet, Ginnienet and FHLBMPF). Loan Sales can also scan through the pools and eliminate Agency failure loans and non-certified loans by custodian bank automatically and make final version of the file and get transmitted to agencies.

We also implemented functionality to upload daily pooling information to AS400 to sync the data that's used in daily reporting and also provide information to investor accounting to close the deals.

**Sr Software Engineer**
**Century Companies of America, Waverly, Iowa**
Insurance industry
January 1994 – July 1995 (1 year 7 months)

Design and development of Order Fulfillment System for a national group of insurance companies known as Century Companies of America. This system is to validate and generate a policy based on the input data. This system was developed with Object Oriented Design technology for WindowsNT3.51 platform with 32 bit version. All the data flow and data models were developed with System Architect. The software used for the system were SQL Server 6.0, Visual C ++, Visual Basic4.0, Crystal Reports 4.0. This

system used the three tier technology such a way that Graphical User Interface, Application and Database layers. Mainly involved in Graphical User Interface design development and implementation using Visual Basic4.0 with 32 bit. Designed all the Screens and implemented all the desired capabilities with advanced technology such as OLE. Also developed on line Help for whole system with windows-NT standard.

Involved in the design, development and implementation of Premium Processing System for Century Companies of America. The front end was developed in Visual Basic4.0 and ODBC is used to access the database on Microsoft SQL Server6.0. The software was developed to handle all facets of an Insurance transaction.

**Software Engineer**
**American International Groups, Livingston, New Jersey.**
May 1992 – January 1994 (1 year 9 months)
Design and development of Litigation Management Desktop with a team of six for a multinational group of insurance companies known as American International Group (AIG). As a group leader to allot work to team members and finish all the tasks within the scheduled time. Mainly monitored day-to-day specifications from the analysis group and user group and implemented all the desired visual screens, reports and options using with visual basic, crystal reports and access database. The software has been developed to handle all facets of an insurance litigation.

Involved in the design and development of Salary Administration System. This system will keep track of all company employees' salary history and according to the performance appraisal each employee's pay review will be taken place. The graphical user interface was developed in VB.

**Education**

**Bangalore University, Bangalore, India**
B.E, Engineering

**University of New Haven, Connecticut, USA**
M. S, Computer Science