

## LISHA M

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### SUMMARY

A dynamic professional with **11+ years** experiences in **Java Developer including designing, developing, and implementing applications and solutions** using Java and SQL database. Knowledge and experience **Analyses, Design, Development, Implementation of Java/J2EE Projects**. Experienced Resourceful in **Software Development Lifecycle (SDLC) right from requirement analysis, documentation (functional specifications, technical design), coding to maintenance.**

Strong Knowledge on **deploying releases for SIT/UAT, performing sanity checks and providing production support**. Experienced in various **web development technologies such as HTML, Java, SQL with database.**

### KEY EXPERTISE

Java	Software Development
Agile Development	JavaScript
Web Development	Project Management
Software Design & Implementation	Client Management
SLA Management	

### EDUCATION

- **Master of Computer Applications** | Kannur University - Kannur, India
- **Bachelor of Science: Computer Science** | Kannur University – Kannur, India

### TECHNICAL SKILLS

Java, Python, SQL, HTML, JavaScript, Docker, Spring, CI/CD, Junit, Jasper report, JBoss, Apache Tomcat, SVN(Apache Subversion), GIT.

### EMPLOYMENT

#### Jan '22 to April '23: TEK Systems Global Services. Bangalore, India | **Technical Lead**

**Project:** Cisco Unified Interactive Voice Response, State Farm Insurance, Interactive Voice Response (IVR) device enables Cisco Communications Manager to play pre-recorded messages.

**Role:**

- As part of development team including project and product manager, developers, and QA to determine problems, testing methods, and best practices.
- Played a key role in the development, improvement, and operation of web-based software.
- Work closely with both the offshore and onshore teams, participating in the offshore team's daily stand-up meetings.
- Resolve issues generated from Splunk alerts and incident tickets.
- Perform monthly maintenance checklists for servers in both the test and production environments.
- Analyze logs to identify issues related to calls. Participate in UML-based design, ICM scripting, and documentation of architecture changes for uploading to the portal.

#### Sep'17 to De'21: Oman Insurance Company PSC. , Dubai, UAE | **System Analyst/ Java Developer**

**Project:** HCS Claims adjudication solution is a comprehensive adjudication system used to process benefit claims in real time at the point of service.

**Role:**

- Worked in the full software development lifecycle (SDLC), from gathering requirements and preparing documentation, to coding, testing, and maintaining applications.
- Responsibilities include eliciting requirements from business stakeholders, analyzing needs, developing solutions, writing test cases, conducting unit testing, building code, and deploying to various environments including SIT, UAT, and production.
- Worked collaboratively with QA, product owners, and other software teams throughout the build, test, and release process.
- Managed development and deployment activities, perform debugging, analyze errors, and troubleshoot issues to ensure successful product implementation.
- Managed complete delivery of project according to solution and scope documentation. Ensured seamless project implementation; provided ongoing post-launch maintenance support to client.'

- Interacted with clients for requirement gathering and system study & analysis; conducting case / system / process study for project planning, scoping, estimation & tracking.
- Identified root causes and formulated corrective action recommendations.
- Coordinated with CyberArk team for project onboarding to JAM server.
- Worked in an agile environment.
- Utilized data structures and algorithms.
- Collaborated with developers to review code.

#### **Jun'12 to Sep'17: Butterfly Portal - Tecom, Dubai, UAE | Senior Software Engineer**

**Project:** HCS Claims adjudication solution is a comprehensive adjudication system used to process benefit claims in real time at the point of service. The system performs key functions including eligibility verification, provider management, claims processing, benefit administration, and reporting/profiling.

##### **Role:**

- Participated in all phases of the development life cycle. Provided support and resolved complex programming issues. Coordinated with clients and management to validate program requirements. Assisted with complex project programming.
- Investigated alternate configurations and implemented improved solutions.
- Visited customer sites to resolve incidents and meet SLAs.
- Deployed applications to production servers.
- Developed new applications, components, and functionality for existing systems.
- Accurately estimated development timelines.
- Cooperated with cross-functional teams to design and implement custom roles, pages, and application components using of Java, HTML, CSS, jQuery, JavaScript, and SQL; contributed to system efficiency and user satisfaction.

##### **Project:**

- **Online ecommerce Shopping- Arabind Fresh, Dubai**
  - Technologies: J2EE, Struts, PostgreSQL, Apache Tomcat
- **Epiphany CRM Application - Etihad Airways, Abu Dhabi**
  - Technologies: Weblogic, Oracle, J2EE

#### **Nov'10 to Dec'11: National Informatics Centre, India | Software Engineer**

**Project:** The main objective of the Assurance Implementation Desk (AID) project is to automate and streamline the process of distributing, following up on, and monitoring assurances made in the State Legislative Assembly.

##### **Role:**

- Application development is the process of understanding user needs, writing and testing software code, and iteratively improving and debugging the code until it meets requirements.

#### **Jun'09 to Dec'09: National Aerospace Laboratory(NAL) – Bangalore, India | Software Developer - APPRENTICESHIP**

### **CERTIFICATIONS**

Big data Hadoop and Spark, Certified Scrum Master