

# MAHESH SHIVAMALLAPPA

shivamahesh12@gmail.com

904-465-6607 (Cell)

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## Summary

- ❑ P&L responsible executive with progressive experience in IT industry providing technical leadership and managing projects.
- ❑ Experience in financial analysis, strategy, project management, leadership and coaching.
- ❑ Management experience with successful implementation of various high-level initiatives like paperless process for release management and support services, product prioritization, setup of offshore development.
- ❑ Evangelized and re-architected applications using latest technology.
- ❑ Led Innovation across Ideation, conceptualization and prototype modelling.
- ❑ Proven experience in managing projects with onsite-offshore model to deliver systems with aggressive schedules.
- ❑ Facilitated Release and change management activities across the organization.
- ❑ Proven experience with managing multiple development teams, interviewing and hiring.
- ❑ Exceptional team management in critical collaborative contexts.
- ❑ Extensive background in all phases of software engineering. Implemented projects using standard waterfall, Agile and RUP development methodology.
- ❑ Drove and implemented SEI-CMMI and ISO-9001 quality methodologies.
- ❑ Supported business development with due-diligence at client locations, responding to RFP's, Preparation of proposals, cost estimation and resource planning.
- ❑ Extensive experience in running and facilitating Kaizens, VSM's and 5S programs.
- ❑ Business process reengineering using continuous improvement tools.
- ❑ History of Strong technical mentorship, managerial and leadership experience Strong organization skills, ownership and accountability
- ❑ Strong analytical skills - the ability to accurately perform complex quantitative analyses and quickly learn new data management processes
- ❑ Keen ability to visualize data.
- ❑ Strong organizational skills and attention to detail
- ❑ Strong communication and client service skills with CMO level roles and can explain complex concepts to diverse audiences
- ❑ Strong understanding of big data concepts and knowledge of big data languages/tools such as Hive, Pig, Mahout or Spark (MLLib)
- ❑ Strong knowledge of the digital space and digital analytics including the vendors and testing methodologies and approaches
- ❑ Excellent communication and presentation skills. Proven ability to interact with all levels of the organization including senior leadership and executives

## Competencies

- Strong technical background to help manage projects. Could vision business, technical and testing challenges in preparing project plans.
- AWS cloud practitioner.
- Managed large and multiple projects. Identified dependencies between projects and executed projects to meet time, budget, quality and other delivery expectations
- Led and funded Strategic development of projects.
- Identifying bottlenecks, ensuring critical decisions made in time to smoothen out project delivery schedule are the major strengths
- Getting right details to right people at right time with the help of Status reports, Project Plan updates and other communications.
- Strong at understanding and implementing compliance, security, archival and other aspects of enterprise wide applications
- Re-engineering (& reverse engineering) by studying existing systems and business processes; IT system requirements, IT security constraints and justifying new requirements by applying Benefit/Cost analysis
- Coordinating the customers' expectations to define the scope, assumptions and risks to ensure successful implementation
- RDBMS data modeling, database planning on scalability and growth, performance optimization
- Certified Green Belt, working towards Black Belt (2020).

## **Education**

- MS** Master of Science in Industrial Engineering  
**BS** Bachelor of Science in Industrial Engineering

## **Professional Experience**

### **Westinghouse Corporation, Jacksonville, Florida**

#### **□ Director – Information Services (April '11 – Present)**

Wabtec Corporation is a leading supplier of value-added, technology-based products and services for freight rail, passenger transit and select industrial markets worldwide. Through its subsidiaries, the company manufactures a broad range of products for end markets such as locomotives, freight cars, passenger transit vehicles and power generation equipment, for both original equipment and aftermarket applications. Wabtec also builds new locomotives up to 5,400 horsepower and provides aftermarket maintenance and services for locomotives and passenger transit vehicles.

- Managing a team of 8 Managers, 2 associate directors and \$20 million budgets with P&L responsibility.
- Led the transition from delivering customized, adhoc software to a SaaS model based on formalized release management, including the implementation of new source control tools and reorganization of development resources.
- Established a core software build where previously none had existed and created a process whereby all bugs and feature requests were vetted against the product road map and rolled back into the core.
- Implemented Continuous Integration for seamless deployment.
- Implemented SDLC best practices to ensure Quality, Consistency and Timeliness.
- Member on the Innovation Council for Westinghouse group of companies.
- Own and maintain a Safety critical (SIL4) application – 24/7/365
- Established automated software process management for deployment of builds.
- Define, enforce secure data security standards and change control processes.
- Member on CEO's LEAN governing council for Westinghouse group of companies.
- Built high performance offshore and onshore teams for profitability and sustained growth.
- Provide technical direction on platform and technology selections.
- Implemented a multi-tiered ERP solution for financial services resulting in significant cost savings.
- Represented company in customer meetings, user conferences
- Reviewer of technical presentation for Organizations like ASME, RSSI etc.
- Reduced application development cost by 11% by implementing LEAN measures.
- Conducted Kaizens in the organization resulting in savings \$1.7m for FY 2016.
- Reduced infrastructure costs by migrating all critical applications to cloud.

### **Blue Cross Blue Shield of Florida, Jacksonville, Florida**

#### **□ Technical Project Manager (Feb '10 – Mar '11 )**

Blue Cross Blue Shield is one of nation's premier institutions for health care benefits. Blue Cross and Blue Shield of Florida and its family of subsidiaries serve more than 7.7 million people. Blue Cross and Blue Shield of Florida, Inc. offers health care choices that include traditional indemnity health plans, PPO health products, consumer-driven health products, lower cost products for small businesses and individuals, Health Savings Accounts, and wellness and care management programs, among others.

- Worked with a team of developers and analysts on data and systems integration team.
- Worked with system architects to document system inefficiencies and propose refined models.
- Worked with business sponsors in defining project scope, requirements and phased deployment.
- Managed implementation of an integrated end to end process.
- Managed the transition of applications to an external vendor.

## **ING, Jacksonville, Florida (March '00 – Dec '09)**

### **□ Development Lead / Manager - Applications (Nov '06 – Dec 2009)**

ING is a global financial services company providing retirement services, banking, investments, and life insurance and retirement services. ING serves more than 85 million customers in Europe, United States, Canada, Latin America, Asia and Australia. ING draws on experience and expertise, commitment to excellent service and global scale to meet the needs of a broad customer base, comprising individuals, families, small businesses, large corporations, institutions and governments.

- Overall management and administration of development and maintenance projects.
- Managed process improvement projects ranging up to 2M.
- Led a team of offshore/onshore developers and analysts.
- Analyzed customer's business processes and proposed new and refined models.
- Translated business strategy/objectives/initiatives to deployment of product solutions.
- Provided product management leadership.
- Devised product implementation approaches and methodology for the application software.
- Worked closely with customer management and ensured high levels of customer satisfaction.
- Co-ordination of various project activities with support groups and data center.
- Facilitated project deliveries using SCRUM methodologies.
- Responsible for all release and change management.
- Established clear coding/programming guidelines and requirements.
- Review and approve code generated by team programmers & developers. Provided comprehensive documentation for these procedures.
- Ensured reasonable security for deployed systems in collaboration with the security administrator.
- Oversees testing of systems, modifications, changes and deployment. Provided quality assurance for all projects.
- Developed software development procedures and trained staff.
- Established flexible processes and ongoing training to ensure that staffs are able to incorporate timely changes (updates, new releases) to existing software.
- Prepared documentation for all programming changes and modifications.
- Prepared user guides and procedural manuals for operations.

**Environment: HP-Uncix, Sybase 12.5, Perl 5.10, PowerBuilder 10, SQL Server 2005, 2008, Jboss, J2EE, Oracle 8i**

### **□ Senior Software Developer /Architect (Mar '03 – Nov'06 )**

CitiStreet, one of the largest global benefits delivery firms in the United States, is headquartered in Quincy, Mass. CitiStreet serves more than 12 million participants and administers more than \$230 billion in assets in the United States for defined contribution, defined benefit and health and welfare plans of corporate, government, health care, not-for-profit and other organizations. It also serves more than 1 million participants and administers more than \$20 billion in assets outside the United States. CitiStreet is a 50/50 joint venture between State Street Corp. As a premier global benefit provider and the nation's second largest retirement plan record keeper CitiStreet offers:

Retirement savings plans (401(K), 403(b), profit sharing plans).

Pension Plans

Health and Welfare Benefit plans

Total benefits outsourcing

- Assisted in design of workflows and use cases.
- Reduced defects in development builds by over 95%, completed outstanding change requests, and cleared all blocking issues in 4 month period.
- Requirement gathering through project review process, involving conference calls, meetings and discussions.
- Entire design responsibilities for logical and physical models (200+ tables).
- Design of master data management architecture.
- Source system data model analysis.
- Evaluations of opportunistic and deterministic master data match and merge techniques.
- Designing for consumer data privacy.
- Vendor evaluation and detailed "build vs. buy" technical analysis.
- Interfaces to outbound marketing systems.
- System sizing and transaction throughput calculations.
- Developing data flow diagrams.
- Enhancement of existing Promotions data model to extend functionality between online and physical stores, and internationalization.

**Environment: HP-Unc, Sybase 12.0, Perl 5.10, PowerBuilder 10, SQL Server 2005, 2008, Web logic 6.0, J2EE, Oracle 8i, ASP.net**

□ **Senior Developer/Analyst (Aug '01 – Mar'03)**

- Gather business requirements, Identify gaps in the already defined high level documents.
- SME on Retirement and pension plan models.
- Participated in JAD sessions with business users.
- Designed and developed calculators for Retirement and pension plans.
- Defined and authored development standards for Sybase stored procedures.
- Participated in mentoring, training, and development of other technical staff.
- Technical support and technical quality control throughout all stages of the project.
- Hands on experience in developing complex Sybase stored procedures, Perl scripts for reporting and Power builder applications.
- Successfully led and implemented three new clients on Jupiter Platform.
- Designed a data model for the call center application, the key tables are storing over a million records each week.
- Mentored, trained associates and other technical staff.
- Migration from multiple databases to Sybase.
- Migration of PB to java based PSRC connect. (A tool for plan sponsors and their employees).
- Author technical documentation.

**Environment: HP-Unc, Sybase 12.0, Perl 5.10, PowerBuilder 10, SQL Server 2005, 2008, Web logic 6.0, J2EE, Oracle 8i**

□ **Developer/Analyst (Mar '00 – Aug'01)**

- Designed and developed independent modules.
- Unit testing of developed applications.
- Assist in Code reviews.
- Overall program support and problem assessing.
- Do necessary enhancements and testing.
- Write and test Sybase stored procedures for efficient data access.
- Query optimizations.
- Mapped conversion data from People soft and legacy systems to new system database.
- Validated that the Conversion Processing tool code was pared properly to reflect Customers business needs.
- Developed and executed scenarios based on the Customers business requirements to ensure functional/non-functional integrity and define feature boundaries.
- Developed and executed associated project plans and test scripts for testing (UAT) and subsequent user training.
- Work directly with operations to define and develop reporting and tools to improve productivity and quality control.
- Preparation of Functional Specification, Technical (Design) Specification, Program Specification, Unit and System test plan.

**Environment: HP-Unc, Sybase 11.0.2, Perl 5.10, PowerBuilder 6, 7, 8**

**IBM Global Services, Jacksonville Florida (June '98 – Mar '00) – Developer**

**Customer : Prudential Insurance Company**

Prudential Financial companies serve individual and institutional customers worldwide and include The Prudential Insurance Company of America, one of the largest insurance companies in the U.S. They offer a variety of products and services, including auto insurance, property and casualty insurance and more. The interests of policyholders who have purchased traditional insurance products have to be protected.

- Regular interaction with users to fulfill their requests.
- Modification of existing code.
- Design and development of new code.
- Unit testing.
- Hand off documentation.
- Participate in design meetings with end users.
- Migration of reports.
- Preparation of load reports.
- Migration of legacy systems to client server architecture.

**Environment: HP-Unc, DB2, Sybase, IBM ES/9000 MVS, COBOL, CICS, JCL, T-SQL.**

## **IMR Limited, Bangalore India (Nov '97 – May '98) – Senior Software Engineer**

**Customer : Commercial Union Insurance Company, Johannesburg, South Africa.**

Information Management Resources was one of India's leading business and IT consulting company. The company's main focus was business consulting, outsourcing and back office operation support.

- Responsible for the Support and Maintenance of the application.
- Worked with the DBAs towards the optimum utilization of CPU by the various applications residing in the Data warehouse by Fine Tuning the SQLs, optimizing the code and the database connections utilized on a time to time basis.
- Scheduled and managed outage related activities during upgrades.
- Customer interaction to collect the requirements for the changes or enhancements to the application.
- Designed the use cases for the application.
- Involved in Planning, design, documentation, coding and testing the enhancements.

**Environment: IBM ES/9000 MVS, COBOL, CICS, SQL, XPEDITOR, DB2**

## **Prime Cybernautics, Bangalore India (Oct '95 – Nov '97) – Software Engineer**

**Customer : Bharat Electronics Limited**

Prime Cybernautics used to serve major manufacturing industries in development, business consulting, sales and implementation of decision based and Preventive Maintenance software packages.

- Designed and developed database model.
- Researched and analyzed requirements with end users.
- Designed and developed user interface screens.
- Problem resolution and change management.
- Designed and developed query based modules.
- Defined and developed break point analysis model.
- Developed qualification test procedures.
- Unit test reports.
- Designed and developed MTBF module to be 98.99% accurate.

**Environment: IBM Pc's FORTRAN, DBASE, JCL, DB2.**

## **Awards**

- Westinghouse Presidents award for Innovation – Digital Electronics
- Citi Street Presidents' Award.
- Awarded with "Citigroup Certificate of Achievements" for outstanding Achievement for 2006.
- IT excellence award for three consecutive quarters.
- Awarded with "Building Bridges" for outstanding customer support initiatives.
- Awarded with "Essential Piece" for outstanding contributions over a 12-month period.

## **Community Service**

- Serving as President of Indian Cultural Society since 2022
- Founder of "Savikannada" a cultural organization for people from Karnataka, Southern state of India.
- Serving Indian Cultural Society from 2010 onwards as a volunteer, AV Director and Tech Director.
- Serving as a volunteer for Hindu Temple of Jacksonville
- Serving as the AV lead for Sai Temple for all of the main events.
- Part of the organizing committee for Indian associations helping organize international events with participation of over 5000 delegates from all parts of the world.

## **Training**

- Leadership training by Citigroup Leadership Academy.
- Certificate course in Operations management from Wharton's school of Business