



## TEK07240 (PTC - Windchill - 20 + Year)

■ Bachelor of Engineering - Computer Science

### Highlights

1. PTC Windchill Professional with 18+ years of experience in the area of Windchill Development & programming and Windchill Implementation.
2. Adept in end-to-end development of software products from requirement analysis to system study, designing, coding, testing, development & implementation. ? **Proficient in Windchill customization in UI and Server Side, Technical Data Packaging, PDMLink, ProjectLink, Windchill R V & S, Thingworx etc.**
3. Deft at mapping the requirements, custom designing solutions & troubleshooting for complex software & application problems.
4. Excellent communication & interpersonal skills with abilities in resolving complex software issues.

### Skills

#### Primary Skills

- BOM Management
- Change Management
- Windchill Business Admin
- Windchill Customization
- Windchill Migration
- Windchill Workflow

#### Secondary Skills

- Configuration Management
- Jasper Reports
- PartsLink
- Windchill Requirements Validation and Support
- Windchill Testing
- Windchill ThingWorx

#### Other Skills

- Applications: Windchill PDMLink 12, 11, 10.x, 9, 9.1, 10.x, CAD Workgroup Managers and Visualization Adapters for Pro/ENGINEER, Creo, Solidworks, UG-NA, Inventor, Pro/INTRALINK, Pro/INTRALINK Data Migrator, Pro/Engineer and Creo
- Operating System: Red Hat Linux, Sun Solaris 10, HP UNIX, Windows 98/ Windows XP/ Windows 2000, Windows 2008 Server
- Languages: Java and GNU C
- Database: Oracle 11tg, MS SQL Server 2005/2008 R2
- Hardware Skill Set : Installation of Operating System (Windows 98/2000/NT/ME/XP) Network setup (TCP/IP) Trouble Shooting
- Presentation skills
- Self-starter and team motivator
- Logical and analytical reasoning
- Effective Communication skills
- Interpersonal skills
- Effective trainer

## Projects

### **Teknikoz, Bangalore (May 2022 to date) - Manufacturing Industry**

#### ***Scope – Windchill Customization Developer, Windchill Implementation on PDMLink***

1. PDMLink customization on UI, Table Builder, Workflow, Data Utility and Listeners
2. Managing the Implementation consultants on PDMLink engagements
3. Guide PDMLink Consultants on customer issues
4. Customization requirements gathering and deploying
5. Managing the Customization team to make sure timely and precise delivery.

### **SwiftPLM, Pune (May 2013 to 2016) - Manufacturing Industry**

#### ***Scope – QA Consultant in creating and testing use cases for the development fix provided by PTC development team for the customer BOSE Inc.***

- Coordinate with the PTC Development team and QA for creating and testing use cases on various functionalities of Windchill on WTParts.
- Providing Test Cases for specific fix for BOSE Inc. on Windchill in interaction with NX 8.0.
- Guide other QA engineers in creating test cases for other industrial builds of Windchill
- Hold meetings with the Project Manager and Customer to address the testing plan and issues customer encountered while implementing the development fix
- Responsible for filing bugs and tracking them in a Project Management tool coordinating with the development team of PTC

### **Tristar Incorporates(Softcell Technologies), Pune (August 2011 to April 2013) - Manufacturing Industry**

#### ***Scope – COMPLETE Implementation in the spheres of PLM (Windchill) with respect to Migration, Upgrade, Update, Rehosting, Replication and Visualization based on the customer requirements.***

##### **a. Windchill Implementation and System Admin:**

1. Implement customer PLM system and provide assistance in Business and System Administration.
2. Gather customer requirements and device the mapping documents for Migration, Upgrade, Update and other tasks like Replication of the file server, Visualization etc.
3. Validate the customer Windchill server in the process signing the UAT (User Acceptance Test). Perform the role of System and Business Admin for the customer until the server is up and live with all the configuration regarding users, roles, access, context and other business and system details are in place.
4. Perform final touch activities like WCA (Windchill Configuration Assistant) for optimizing the server performance. Create backup scripts and perform the initial backup process for the customer.

## **b. Testing and Validation:**

1. Design the scripts to support user-acceptance testing to support the phased migration.
2. Testing the customer PLM system for integration with various CAD systems which involves issues related to workspace, attribute propagation and client access.
3. Provide suitable resolutions for all the issues identified by the customer during User Acceptance Testing (UAT)
4. Assisted the customer in load testing of the application with the usage of JMETER
5. Troubleshoot issues reported by the customer on various functionality of the Windchill Business and System side.

## **c. Planning and Engagement:**

- Involve in customer meeting on road map for implementing Windchill and other configuration as per the customer's business needs
- Prepare mapping documents for Migration and Upgrade.
- Prepare documents involving the scope and work of the engagement.

## **Parametric Technology Corporation, Pune (October 2004 to 2011 July) - Manufacturing Industry**

Scope – TECHNICAL SUPPORT in the spheres of PLM, Pro/INTRALINK and Pro/ENGINEER installations with specific skill sets and responsibilities based on profile requirements.

### **a. PLM (Product Lifecycle Management)–Windchill Installation, configuration & Administration (2+ years)**

#### Responsibilities

- Reproducing customer issues for Windchill 9.0 and 8.0 (PLM for small and medium business)
- Triaged with R&D on complex issues to find the appropriate fixes
- Handling runtime issues like installation and configuration of Windchill components.
- Configuring the server on sections for the customer usage and requirements.
- Support customers on issues like Administration and user configuration issues.
- File Software Performance Report to the Development Team based on the customer issues and provide necessary documents for the issue filed.
- Provide support on site administration of the Windchill server for registered customers.

### **b. Pro/INTRALINK Administration (2 years)**

#### Responsibilities

- Reporting and testing the products by patch upgrade on different OS and other supporting software like Java etc.
- Handled customer issues by triaging with R&D on complex issues
- Providing support on the Pro/INTRALINK administration for customers on phone
- Handle customer issues on Pro/INTRALINK on installation, configuration and implementation on various platforms like Linux, Unix and Windows
- Email support for customers on documentation of the instruction and procedures
- Evaluate reports on the stability of the product on various platforms and hardware configurations

c. Pro/ENGINEER installation division (2 years)

#### Responsibilities

- Handling voice based and web based support regarding Pro/ENGINEER installation
- Escalation lead in trouble shooting Linux and Unix based issues regarding Pro/ENGINEER installation
- Filing SPR (Software Performance Report) when handling issues and creating TPI and TAN (Technical Point of Interest and Technical Application Note)
- Maintaining service level to 35 calls a week and customer feedback to 4 out of 5 with availability on inbound calls to more than 85%
- Training new members to the MCAD install team on process and other technical aspects
- Creating knowledge base for TSE on new modules of existing products and new products

### **Sutherland Global Services, Chennai (September 2003 to August 2004) - Manufacturing Industry**

#### Responsibilities

- Handling voice based support regarding desktops, laptops and network devices for small business users.
- Maintaining Service Level of 20 calls a day and customer satisfaction more than 80% in a month.

### **Universal Network Solutions, Chennai (August 2000 to August 2003) - Manufacturing Industry**

#### Responsibilities

- System Administrator involved in maintaining a network of computer and providing on site support
- Hardware Consultant for my clients
- Application Programmer on Visual Basic 6.0 and Oracle 8.0
- Automated an Air Travel Agency with Visual Basic 6.0 and Oracle 8.0