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CV of Sunil Kumar Arora

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An Intro: Thanks for reviewing my profile. I think of myself as one who continue to attempt to travel the road less traveled and step out of comfort zones, time and again. Passionate to learn pure and rational sciences, my real professional journey has its roots in Software development, Sales & Marketing and **above all managing and nurturing Relations** of all sorts most importantly Customer Relations Management. I am an analytical, insightful, & highly-disciplined problem solver with a demonstrated ability to identify & secure project resources, & provide the quality leadership that invokes committed professional participation from all involved. Maintaining meticulous attention to detail, inspiring team accomplishment, & delivering quality, on-time project execution are areas in which I excel.

Since nineties, people have been the center of my professional universe. I have, since very very long, focused on be-friending, associating, acquiring and engaging, **managing, nurturing, equipping and developing human resources & relations.**

As much as I care about human relations, I feel that the approach to work and quality of work is equally important. **I have had accountability** for the design, implementation, and execution of development / Support projects. During that time, I have developed a solid reputation for successfully and profitably managing numerous concurrent projects through all project phases from conception through completion within targeted cost, schedule, and compliance parameters. Sustaining a high performance reputation, maintaining quality standards, and minimizing corporate costs and liability have been a consistent result of my professional commitment.

Technology fascinates me and so does the excitement of executing business in a flat and connected world. I like to compete often times with youngest colleagues when it comes to utilization of newest channels starting with Yahoo and Orkut to Twitter, Facebook, WhatsApp et al. But, the greatest pleasure of work is the work itself.

An abiding interest in Technology, Social Media & Arts/movies and above bi-directional interaction with seniors, friends, associates, adversaries and friends, keep the juices flowing. A great believer that arts & interaction can truly help shape the transformation within.

Would love to see competence and a great work ethic (The secret sauce to our redemption) permeate into every crevice of the human race.

Main Strength:

- ☞ An **Embarcadero recognized Most Valued Professional (MVP)**, providing satisfactory, efficient **yet** in-expensive Software Development and **Full Stack Managing services** to clients across globe including those from **France, Ireland, UK, USA, Canada, Netherlands, South Africa, and Australia, Surinam, Korea & of course across the Indian sub-continent.**
- 🕒 17+ years of productive full life cycle project implementation management/training coupled with development/support and tech knowledge.
- 📄 Just returned from an exciting visit to participate in AI World 2017 @ Boston, MA for demonstrating our **AI/ML product in CRM & Sales Management domain.**
- 👤 **Relationship management** with all stake holders including **Investors, Directors, Executives, Team Members and most importantly Customers relationship management using wide array of tools including demi-visible Social Networks Campaigns.**
- 📈 History of **delivering with excellence**: setting purposeful goals & achieving them through **Demonstrated Strategic Thinking** abilities, enterprise wide perspective, intelligent actions, while balancing competing priorities without losing momentum behind execution and yet working within Budget boundaries.
- 👤 **Leading** and **mentoring** the team of Cross-functional, Multi-skilled teams including developers, H/w team, DB team & other office staff, working from various locations across the globe and on multiple projects.
- 📄 Well versed with, Automated CAD Systems, Administering Oracle, MS SQL Server, Interbase, Firebird, Sybase and other RDBMS and Schema/Query/PI-SQL designing/normalization/ optimization.

Skills

Technical SKILLS

| | <u>Exp.</u> |
|--|-------------|
| Oracle 6 to 11g PLSQL, T-SQL, SQL92, Trigger/ S Proc Data warehousing, Designing and fine tuning DBs | 9+ Year |
| Administering Oracle, Sybase (11.X, 12.X, 15.X), MS SQL Server, Interbase, Firebird, Trigger / Stored Procedures/Queries, SQLCLR, Designing and fine tuning (Unix/Linux/Windows OS) | 7 Year |
| <u>RAD Studio XE 10.221Tokyo (update 2)</u> with Fmx | BetaTester |
| DELPHI with XML /n-tier /client-server /COM-DCOM /Indy / J2EE (with lots of 3 rd party components) | 14 Yrs |
| Visual Studio (with silverlight 4 & WPF 4) VB.Net, C#, PHP, HTML, CSS, JSP/Javascript, Wordpress, Joomla | Few years |
| Win CVS, TortoiseSVN, GIT, VSS, TFS, TestTrack, OnTime | 4 Year |
| MS Access, Dbase, Foxbase, Foxpro & MUMPS / GT.M. | 5 Year |
| Crystal report, QuickReports, Report Builder, Jasper, FastReport, EhLib, EnImage, MemTables, Raize, LDB, Jedi | Multi Years |
| JAVA 2 with JDBC & JSP | 6 Months |
| FIS GT.M. / Intersystems Cache /Mumps/ Big Data/ Python | Fewmonth |

Keys Roles Played & Experienced in: Business Strategy, Business Management, Product Management, Project Management, Team Management, Budget Estimation, Vendor Management, Client Management

Domains (in which I have been related to software projects during my long professional journey)

- a) **Application of Artificial Intelligence / Machine Learning to improve Healthcare delivery**
- b) **BFSI industry including Automated Equities/Debt transactions**
- c) **Clinical/Healthcare, HL7, Insurance , Emp Benefits, FMLA related applications**
- d) **Hospitality including Travel, Airlines, Hotteling, and related Logistics**
- e) **Relationship Management** (CRM , VRM, TRM)
- f) **DBA (Oracle, Sybase, MS SQL Server etc)**
- g) Design/development/deployment of Enterprise level MIS + Full Web Portal including news/forum/Photo Gallery/Classifieds hosting
- h) **Automated CAD Systems**
- i) Automation of Slide valve designing process (Mechanical Engineering) & Hydrology.
- j) Military / Defense forces related software.
- k) Customization/Enhancement/Development of TIER based healthcare systems.
- l) Worker's compensation / FMLA / Insurance / Personnel management / Leave management
- m) **Healthcare / Clinical management** software including EDI
- n) Document management & Graphics/Image manipulation
- o) Transportation (mainly Air transportation), Aircraft maintenance , Air Cargo
- p) EPA SWMM based Hydrology (Design & Analysis) applications.

PROFESSIONAL EXPERIENCE (IT RELATED ONLY)

Indian Air Force FROM 1985 TO Mid 2005

Received four commendation (from Commander-in-Chief etc), during last eight years of service for outstanding performance

* **mid 2005 –31 Dec 08** as Employee/consultant

Business Analyst (Sr. Software consultant)

FFI Pvt. Ltd. An **ISO 9001:2000** company), Chennai (project belongs to a MNC (<http://innovativecaresystems.com>) based in Torrance, CA, USA)

* 07 May 2006 – Aug 2015 & again from 01 July 2016 till date

Chief Innovator & Solution Provider

HealthSevak (earlier Birilda Kurkalang) <https://www.healthsevak.com>
Shillong, India

Clients / Patrons / Users include

<http://www.worldvista.org>

[http://www3.gehealthcare.com/en/Products/Categories/Healthcare IT/Electronic Medical Records/Centricity Enterprise\(through <http://www.citiustech.com/>\)](http://www3.gehealthcare.com/en/Products/Categories/Healthcare_IT/Electronic_Medical_Records/Centricity_Enterprise(through_http://www.citiustech.com/))

<http://www.denovosoftware.com> , Los Angeles, CA, USA

<http://emqff.org>, CA, USA

<http://www.carlsonwagonlit.net/local.php>, Paris, France

<http://itcinfotech.com> , Bangalore, India

<http://www.astegic.com> , VA, USA

<http://easternenterprise.com> , Hengelo, Netherlands

<http://cylixglobal.com> Delhi (India) & Melbourne, Australia

<http://www.ehealth.va.gov/VistA.asp> Washington DC, USA

<http://www.telmar.com> , NY, USA & London NW1 6EB, UK

ABC Business Solutions, Brisbane, Australia

<http://www.innovativecaresystems.com> , CA, USA

<http://www.bossintl.com> , WI, USA (**the product ultimately taken [bought] over by Autodesk Inc.**)

<http://usa.autodesk.com/adsk/servlet/index?siteID=123112&id=15430019>

<http://www.focusinfotech.com/> , Chennai, India

<http://impacsystemsengineering.com> , TX, USA

<http://amic.com> , Johannesburg, South Africa

.....and many more.....

* 07 Sep 2015 – June 2016

Lead Delphi Developer cum Delivery Manager (Indian Development Center)

ClanWilliamGroup through Eli Global Pvt Ltd

Faridabad, India & later Dublin, Ireland

Current Job Profile:

Currently, in addition to managing multiple software projects being handled at Indian Development Center, I am responsible for the following:

- ❖ • Strategic Planning for Direction of Progress, Schedule Deliveries within the finalized Budget boundaries and resources.
- ❖ • Relationship Management with all stake holders including CRM. Also Lead, Guide and Mentor cross-functional, multi-disciplinary teams working for multiple clients from Indian Base Development Center, to write efficient but well documented code based on finalized software design/specifications within the boundaries of estimates.
- ❖ • Prioritize and manage resource allocation for the products based on changing business priorities and budget constraints
- ❖ • Active / Hands-on participation in Designing/Developing/Maintaining multiple products.
- ❖ • Be an industry thought leader who will articulate the vision in ways that will be highly valued by the technology community.
- ❖

- Translating functional specifications into software designs / specifications.
- ❖
 - Make the Financial and Time estimates based on above design/specification and available resources using various standards like **COCOMO II** etc.
- ❖
 - Developing and executing Unit Test Plans to test the products in exhaustive manner, and then fine-tuning the product as required.
- ❖
 - Administering & Maintaining Heterogeneous Database environment Analyzing and correcting software deficiencies and coding faults

I have also been providing support on various Delphi web sites (under the pseudo name of digitiger). Following are some of the URLs for your ready reference:

<http://208.71.141.197/threads/thread.cfm?ID=125947&G=125920>
<http://208.71.141.197/tips/thread.cfm?ID=274>
<http://208.71.141.197/threads/thread.cfm?ID=79487&G=79458>
<http://208.71.141.197/threads/thread.cfm?ID=108382&G=108324>
<http://208.71.141.197/threads/thread.cfm?ID=123329&G=123177>
<http://208.71.141.197/threads/thread.cfm?ID=123492&G=123474>
<http://208.71.141.197/threads/thread.cfm?ID=39900&G=39892>
<http://208.71.141.197/threads/thread.cfm?ID=125330&G=125328>
<http://208.71.141.197/tips/thread.cfm?ID=275>

I am also currently administering/managing two Delphi related public group & an active member of various Database groups/forums at LinkedIn.com and other web sites.

Projects:

The list of main live projects in reverse chronological order

42) DGL Practice Manager :

Client: Helix Health, UK under ClanWilliamGroup.com

My Role: Managing the offshore team and managing the Deliveries

41) CliniScript :

Client: Helix Health, Dublin under ClanWilliamGroup.com

My Role: Participating and decision support for taking new route with new Avatar of product and managing the offshore team and managing the Deliveries

39) QicScript :

Client: Helix Health, Dublin under ClanWilliamGroup.com

My Role: Managing Relations among all stake holders managing the Deliveries

38) Replacing MS Office Automation from VistA-CPRS

Client: - WorldVista & VistA community (<http://www.worldvista.org>)

37 HealthSevak (Continuing till date..)

Role: Strategy Management, Business Management, Relationship Management and Product Management

43) MD Office (EHR & PM) :

Client: ELI Global, USA

My Role: Mentoring and guiding the whole project team across several nations.

36) Managing development of Delphi Plug Framework with Repository Wizzard to assist Delphi Developers:

URL: <https://drive.google.com/folderview?id=0B-cRmZNNfzyONmhNVS1TMHB6dTQ&usp=sharing>

35) Upgrade and optimize an old legacy (Delphi 5 & Delphi7) Mammoth Healthcare project to Delphi XE7 & in-house developed Plugin framework :

34) Upgradation of 15+years old suit of Healthcare/Clinical Management applications (As Sys Analyst)

33) Managing and supporting a suit of Access Control + Access based Charging + POS related application:

31) Migrating a very big set of third party components (some supported, some not supported) & Legacy project to Delphi XE2 (Win32 and 64 bit) as System Analyst & Sr. Developer

30) Cross platform Image manipulation application

29) Interactive WebPortal + MSOffice & PDF forms based MIS (PM/BA + Hands-on)

28) Initiating Project transition and building up team from grounds up (Feb 2011 to Jul 2011) as Sr. Delphi Advisor cum Business Analyst.

27) Project: Extending TIER & BCMS based system for NGO (01/03/2009–Jan 2011)

26) Project: Delphi/Interbase to Delphi/SQLServer 2005 migration (01-02-2008 to 15-02-2009)

Domain: Retail Sales and inventory management

25) Project: Delphi 6 to Dot Net migration (17 Jan 2008 – 30 June 2008)

Client: <http://easternenterprise.com/uk/index.htm> , Hengelo, **Netherlands**

24) Project Name: SlideValve (construction) Automation (Automated CAD)

23) Project Name: TOPS (Mar 07- Oct 07)

Client: <http://www.us.telmar.com/products/TOPS.html> , NY, USA

22) Project Name: Transmit (Mar 07- Aug 07)

Client: <http://amic.comm> (**Subsidiary of Telmar USA**), **Johannesburg, SA**

21) Project Name: **StormNET** (Product ultimately purchased/taken-over by Autodesk, Inc.)
<http://www.bossintl.com/customer-support-us-canada.html>
<http://usa.autodesk.com/adsk/servlet/index?siteID=123112&id=15430019>

Own Role: As a **Product Lead**, I was responsible for complete product including designing, Customer Relationship Management, Maintaining the product and above all leading and mentoring the team of multi-skilled developers.

20) Upgrade and Modernize applications related to VistaM / CPRS / Mumps / GT.M.
<http://www.ehealth.va.gov/VistA.asp>

19) Reverse-engineer and Enhance an existing Delphi project (Dutch language)

18) **Enhancement of FMLA / LOA / STD / LTD / Insurance Management**

17) Localization / Internationalization of widely used Delphi application:

16) BPO Assistant

15) Word Count: Component

14) Equities & Account Manager

Client: Gulati and Gulaties, Mohan Singh palace, New Delhi

13) Health Manager

12) Secure Mail

11) Data Fusion Analyzer

10) Air Op Center

9) IAF Reporter

8) IAF Database Manager

Own Role -System Analyst cum DBA

7) Components Development for Delphi Users (Data Export)

6) Components Development for Delphi Users (Plug-ins)

5) Components Development for Delphi Users (Oracle)

4) Ops Planner

3) Mission Control System

2) Admin On Line System

1) IAF Orders Management System

***Past Travel (Outside India):** Traveled multiple times to Europe (including UK, Ireland & mainland), USA & Canada on Business visa (related to software projects), several times.*

Summary: In nut shell, well experienced with **Business Leadership** using **business strategy concepts including, but not limited to ROI, Porter, PEST, SWOT, Ansoff and BCG Matrix** and **Relationship Management, Product/Project leadership and efficient software deliveries through optimized Planning & Scheduling, Scope Management, Resource Management, Performance Management and project reporting/communicating**. Skilled in AI/ML based Products, **VistA-CPRS**, Automated **CAD** systems & an experienced DBA with multiple RDBMS & s/w professional & SCRUM Master, passionately enjoying my profession with various versions of Databases/ languages/platforms for little less than two decades. I keep searching for matching environment where I along with team members can challenge myself and enhance my output (applications) & making them more user/customer friendly, efficient apps for end users. I believe in & try removing problems & complexities from user side and kill those complexities during development itself.