

Deepak Jetha

Senior FileNet ECM Consultant

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Professional Summary

32 years of IT experience including 26 years specializing as a FileNet ECM Consultant. Highly motivated individual with experience in developing and implementing software solutions. Primarily centered on the Financial Services, Insurance and Government sectors. Proven expertise in developing, testing and debugging high performing software solutions with a keen eye for detail. Skilled in object-oriented programming, FileNet custom solutions and database technologies. Skilled in problem-solving and communication, with a strong passion for learning and applying new technologies.

Experience

❖ **Developer/Designer/Technical Lead/Mentor**

July 2016 to present (8 yrs, 8 mths)

TD Bank - Mississauga, ON

FileNet P8, IBM Content Navigator (ICN), IBM ICC, PE, CE, BPM, Records Manager, Java, Oracle, FDM, SOAP UI, RestAPI, Spring Boot, BDS, CMOD, DOJO, Nexus, CFS-IS, CMIS, WorkplaceXT

- Senior position with the ECM Enablement and digitization delivery team providing custom solutions to the many LOBs within the bank.
- Involved in project intake, design and analysis as well as level 2 and level 3 technical support.
- Projects included heavy use of IBM Content Navigator, custom java application and custom UI solutions.
- Involved in an extensive IBM Records Management solution across the entire platform.
- Developed applications in line with business requirements using Agile or Waterfall methodologies.

❖ **Developer/Designer/Technical Lead**

June 2014 to December 2015 & March 2016 to June 2016 (1 yr, 10 mths)

Sun Life Financial - Toronto, ON

FileNet P8, IBM Case Manager, PE, CE, Component Manager, BPM, Workflow design, Ultera, Java, C#.NET, SQL, Oracle, WorkplaceXT, IBM Content Navigator (ICN), Widgits, DOJO

- Group Benefit disability portfolio, utilizing IBM Case Manager, complex workflows and the proprietary Ultera.
- Rollback strategy from Panagon to FileNet P8 high volume migration using C#.NET inclusive of custom annotations with custom redacting solution to insure PCI compliance.
- Created a custom Java FileNet utility application for objectstore taxonomy and class updates.

❖ **Developer**

January 2014 to June 2014 (6 mths)

DaVita Health Care - Toronto, ON

FileNet P8, CE, IDM Desktop, Image Services, Java, C#.NET, Oracle, WorkplaceXT

- Content migration of over 200 million documents from legacy Panagon to FileNet P8, including heavy reclassification with custom annotation export and import process.

❖ **Software Developer Team Lead**

January 2010 to December 2013 (4 yrs)

Davis + Henderson - Mississauga, ON

FileNet P8, Case Manager, Java, CE, PE, eForms, Portlets, BPM, Java, SQL Server, Oracle, WorkplaceXT, VB, VB.NET, C#.NET, Javascript, ASP, ODBC, OLE, ADO, MQ Series, API, ActiveX, Visual Workflo, eProcess, Records Manager, BPF

- FileNet Panagon student loan solution design and development with eProcess and Business Process Framework (BPF) able to process over 30,000 loan applications per day.
- Upgrade from FileNet Panagon to FileNet P8 with custom workflow solution.
- Credit Card processing with custom workflows for both Walmart and Presidents Choice integrated with EMC Captiva solution.

❖ **Senior Developer/Designer/Mentor**

March 2007 to December 2009 (2 yrs, 9 mths)

MPAC - Pickering, ON

FileNet P8, BPF, Java, ActiveX controls, ODBC, CE, PE, WAS, JavaScript, JSP, API, SQL Server, Oracle, FileNet Capture

- Designed a custom FileNet Capture solution to process taxpayers request for reconsideration.
- A custom workflow process to triage and index documents to land in the designated document class.
- Custom letter generation process was created into the workflow to send out mass communication.
- Provide mentoring to the junior team.

❖ **Developer**

January 2007 to March 2007 (3 mths)

20th Century Fox - Los Angeles, CA

FileNet Panagon Capture, Image Services, VB, VB.NET, C#.NET, Jscript, ASP, Java, ODBC, OLE, ADO, API, ActiveX, eProcess, BPF and SQL Server

- Designed and developed custom applications that allowed for the automation of digital content to be ingested to their FileNet Objectstores via FileNet Capture.
- The images were being captured via multi-functional devices (MFD) located throughout the company.
- Updates and data validation with the PeopleSoft accounting system.

❖ **Lead Developer**

July 2006 to January 2007 & April 2005 to October 2005 (1 yr)

EDULINX - Mississauga, ON

FileNet Imaging and Indexing Objects, Image Services, Content Services, Visual Workflo, eProcess, BPF, VB, VB.NET, C#.NET, Jscript, ASP, Java, ODBC, OLE, ADO, MQ Series, API calls, ActiveX controls, and SQL Server

- Design and development of the eProcess solution utilizing the Business Process Framework (BPF) for student loan processing.

❖ **Developer**

April 2006 to July 2006 (4 mths)

Image Process Design Inc. - Detroit, MI

FileNet Panagon, Image Services, Content Services, VB, SQL Server, Oracle, ASP, JavaScript, XML, XSLT

- Senior member of the development team, worked on custom web pages for the company's proprietary multi-tier workflow application called Ultera.
- Work included many aspects of the application development both for client and server side in addition to the database development.

❖ **Designer/Developer**

November 2005 to April 2006 (6 mths)

Windsor Consultants Limited - Toronto, ON

FileNet P8 and FileNet Panagon, Image Services, CE, PE, AE, VB, SQL Server, Java

- Lead developer on the proof of purchase system using FileNet technologies.

❖ **Senior Developer**

February 2002 to March 2005 (3 yrs)

US Bank - Denver, CO

FileNet Imaging and Indexing Object, FileNet Capture, Image Services, Content Services, VB, ODBC, OLE, ADO, DB2, API, ActiveX, Document Processing, Scanning and Faxing, FacSys, Right Fax, Oracle

- Designed, developed and supported the custom FileNet Panagon IDM imaging solution for credit card chargeback processing used by the merchant credit card services department for US Bank.
- Imaging of merchant contracts in excess of 25 million images and back file conversion of over 20 million images and a custom VB FileNet Capture imaging and indexing application.

❖ **Lead Developer**

October 1998 to January 2002 (3 yrs, 3 mths)

Chaps Group Systems - Toronto, ON

FileNet Panagon, FileNet Capture, Image Services, Content Services, VB, ODBC, OLE, ADO, DB2, API, ActiveX, FileNet Imaging and Indexing Object, Right Fax, SQL Server

- Coca-Cola project was to design and develop many FileNet Panagon IDM warehousing imaging solutions (Toronto, Vancouver, Atlanta & Los Angeles) for archival and retrieval purposes and made use of the

collection of dynamic utilities developed with FileNet ActiveX controls tailored to the many large corporate clients.

- Transamerica project performing a large back file conversion/migration.
- Toyota Financial solution with a loan originating system workflow.

❖ Designer/Developer

November 1996 to October 1998 (2 yrs)

British Airways - London, UK

VB, Microsoft Access, ODBC, ActiveX, Oracle

- Worked on the analysis and development for a flight planning system that determined cargo allocation.

❖ Designer/Developer

July 1994 to October 1996 (2 yrs, 3 mths)

AnnoTech - Durban, SA

VB, SQL Server, Microsoft Access, Microsoft Excel, Microsoft Word, Windows 3.11, Windows NT

- Mr. Price - Designed and developed an inventory allocation system.
- Association of Specialist Brokers - Designed and developed an insurance policy/ client tracking system.
- Traffic Clothing - Designed and developed a fabric and trim stock control and style costing system.
- Midgear Fashions - Designed and developed a fabric stock control system.

❖ Developer

March 1994 to June 1994 (4 mths)

IEC (Independent Electoral Commission) - Durban, SA

Microsoft Access, Microsoft Excel, Microsoft Word, Windows 3.11

- The IEC (Independent Electoral Commission) is a permanent body created by the Constitution to manage free and fair elections at all levels of government within South Africa.
- Managed the Information Technology Department for the Port Shepstone Region with an IT staff of 20. Produce ad hoc incident reporting to the CFO.

Education

Bachelor of Arts (B.A.): Business - IT, May 1993 **York University** - Toronto

Skills

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|-------------------------|-----------------------------------|-----------------------|
| • IBM FileNet P8 ECM | • Java Developer | • IBM Process Design |
| • IBM Content Collector | • IBM Records Manager | • API Integration |
| • IBM Case Manager | • IBM Content Navigator Developer | • Oracle - SQL Server |

Certifications

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|---|---|
| • IBM Case Manager Product Fundamentals Technical Professional v1 | • IBM Case Manager Product Fundamentals Technical Professional v2 |
| • IBM Case Manager Solution Design Technical Professional v1 | • IBM Case Manager Solution Design Technical Professional v2 |
| • FileNet P8 Certification | • Sun Certified Java Programmer for Java 2 |
| • Sun Certified Web Component Developer | • FileNet Panagon Certified Professional |

Technologies

FileNet, P8, Case Manager, BPM, Process Design, IBM Content Navigator (ICN), CMOD, DataCap, Process Analyzer, Records Manager, Content Analytics, eForms, eProcess, Visual WorkFlo, Panagon Capture, IDM Panagon Desktop, Image services, Content Services, BPF, Java, JavaScript, J2EE, Widgets, Hibernate, Spring, DOJO, XML, XSLT, ASP, Visual Basic (VB), VB/r/nNET, C#/r/nNET, ADO/r/nNET, SQL Server, Oracle, DB2, MS-Access, SDLC, Agile, ADO, RDO, ODBC, Microsoft Windows SDK, WAS, SOAP UI, FacSys, RightFax, MS-Office, Eclipse, XCode, Ultera , Intel, AIX, Windows, UNIX, Exceed, MS-Project, Lotus Notes, Web Services, Custom API, Outlook, Putty, Dimensions, Github, Visual SourceSafe, SharePoint, Rational