**Positives Stories – Campaign Name**

**Location / Account / Team:** Bangalore / JPMC-CIB/Payment Application

**Management / Leadership:** Manager **:** Suneel S

**What theme fits your story the most (please highlight)?**

* Behavior worth highlighting / modeling – employees on the frontlines supporting TCS’s business
* **Supporting client business beyond the call of duty**
* **Team efforts supporting client business**
* Team/individual initiatives supporting society

**Can you give a brief outline of the story? (<300 words)**

1. Playing a role of L3 support for a large bank and help in resolving production incidents and fixing the bug fixes.
2. Being adhere to agile methodology by handling the task end to end, from analyzing the defect and move the changes to production.
3. Providing additional support to immediate manager and the delivery manager in all organizational activities as resource hiring, on-boarding, take part in sharing the knowledge to new comers.
4. Full ownership in handling the off-release and coordinating with other JPMC members in deploying the code and execution of Adhoc tasks on Day 0.
5. Developing some tools which helps in reduction of repeated tasks at both client and organizational level.
6. Played major part in implementing the customer remittance details(RD) for boosting up the limit of number of clients onboard which helped in CPU reduction of 1 hour/per day and in turn saves cost.

**Who is the best person to contact for this story (Name, Email & Contact No.)?**

**Ajith CV**[**Ajith.kumar1@tcs.com**](mailto:Ajith.kumar1@tcs.com) **9916244130**

**Can this story be shared internally?**

Yes

**Can this story be shared externally? Do we have client approvals in place (or can approvals be taken by the team submitting)?**

No

**Are there any photos / videos or supporting documentation that you can attach? Please attach images / documents separately.**

No

***Note: Any story shared internally/externally will be checked with the contact person mentioned here before publishing.***