Mohd Zeya Taslim

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Professional Objective:

Accomplished & Result oriented Senior Software Engineer with 7 years of experience in all facets of Production ,Production Support and Audit Quality Control and Management. Experience in deployment to client test regions and production regions . Wide-ranging skills for analysing and validating critical data, drawing calculated conclusion and providing effective well-documented solutions in a variety of areas.

Technical Skills:

- **DevOps Tools:** Jenkins, Docker, Kubernetes, Ansible, Terraform, Git, Prometheus
- **Programming/Scripting** : Shell Scripting
- **Configuration Management:** Ansible
- **Containerization:** Docker, Kubernetes
- **Version Control:** Git, GitHub
- **CI/CD Pipelines:** Jenkins
- **Cloud Platforms:** AWS

Area Of Expertise:

- Deployment of source codes in various Client test regions and production regions.
- Ratabase promotion to Test and Production regions.
- Responsible for ensuring the seamless operation of applications. while also working towards improving the overall efficiency and reliability of the application in production. Critical Incident Management
- Implemented automation/monitoring tools for deployment and monitoring.
- Collaborated with cross-functional teams to resolve production issues.

Work Experience:

CGI Inc. , Bengaluru – *Senior Software Engineer*
April 2021 - Present

Responsibilities

- Well versed with ITSM, ITIL, Service Control, **Change & Release Management**

- Manage end-to-end processes for Standard, Normal, Expedited and Emergency changes
- Moving RTM Codes to different client test and Production regions.
- Doing Monthly Release of RTM Codes , RTM Ratabase and RTG Ratabase.
- Generating DLOAD reports from transaction files for Ratabases to different client test and production regions.
- Change records for different types of deployment like Ratabase to production and RTM code changes to client test and Production regions.
- AQC Audit and work status reporting.
- Agile Methodologies
- Ability to diligently follow defined process and checklists

HCL Technologies, Noida – *Analyst* January
2018 – April 2021

Responsibilities

- Ensure proper management of all IT Team and monitoring of tool as well.
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs
- Manage incident management bridge calls with support teams, on-call support application teams and management. Worked closely with the L3/L4 teams for devising solutions to complex problems
- Monitor the resolution of incidents involving multiple Service Providers and ensure it is within the SLA
- Act as the escalation point for unresolved Incidents
- Identify and implement Incident Management process improvements and ITSM platform/integration enhancements relating to same
- Conduct regular trainings for process awareness and improve process compliance
- Implement OLAs, as agreed by the Customer, covering interactions between Service Desk and Service Providers to support Incident diagnosis, reporting and tracking and resolution
- Incident Management KPI/SLA are reviewed at agreed frequency and analyze/review for improvement.
- Take the ownership of Process Data, maintenance & update along with defining Functional requirements for changes, enhancements in the Incident Management Process workflows

Education and Professional Development:

- **ITIL Foundation Certificate** in IT Service Management ITIL V4 Edition

- **B.Tech in Electronics & Communications Engineering** (E&C) from Integral University (Lucknow) in session 2011- 2015

Strengths:

- Good communication skills.
- Capable to work in critical nature areas and meet deadlines within a time bound frame.

- Self- motivated and ability to start from scratch for any project.
- Multi skilled professional experienced of managing complex functional projects in various environments.
- Willing to take full responsibility for the delivering project objectives as per expectations.

Personal Details:

- Date of : -   29th of September, 1993
        Birth
- Marital : -   Single
        Status
- Languages   : -   English, Hindi known

Declaration:

I consider my work ability and sense of curiosity can add value to the organization. I hereby declare that the information furnished above is true to the best of my knowledge.

Date: -   **(Mohd Zeya Taslim)**