	Emp ID	75066416
	Emp Name	Abhinav Mishra
	Band	C (Consultant)
	Grade	C2-(GCM4)
	Designation	Consultant (Release Manager)
	Date of Joining Syntel	(06/01/2019)
	Base Location	Mumbai
	Base Country	India
	Work Location	Mumbai
	Work Country	India
	Facility / Unit Name	B 4 Mindspace Airoli
	Syntel Subsidiary	Syntel Private Limited
	Business e-mail ID	Abhinav.mishra@atos.net
	Total Experience	16 years

Experience Summary

Employer: Atos Syntel   **From December 2019 – Till 30th September 2021**

- Currently Working as a Infrastructure Release manager (IT Consultant) for IHA Account (Independent Health) US Customer.
- Worked as consultant in Application Production Support (ICCS/XNP/AMQ) application for Telefonica (Germany).
- Worked as a release manager (IT Consultant) for Moody's investor Services.
- I am responsible for planning, scheduling, and controlling the build, in addition to testing and deploying releases.
- My responsibility is to deliver new and enhanced IT services required by the business, while protecting the integrity of existing services and planning, scheduling and controlling a software build through different stages and environments, including testing and deploying software releases.
- Which includes daily meeting with Stake holders and different teams and discussion about new software and how the organization can deliver software faster while decreasing risk.
- As a Release Manager and deployment management team we have to manage, plan and schedule the rollout of IT services, updates and releases to the production environment.

- Having Knowledge on JIRA, SVN, SNOW (Service Now), HIIPAM, Putty.
- Good understanding of ITIL Foundation concepts and currently implementing the standards over working project.
- Received couple of Awards from Syntel.
- Worked under the SLA agreements with the service logging ticketing tools – (Service Now).
- Worked as an EBS (Enterprise Business Solution) Release Coordinator for Moody's EBS LOB (Line of Business).

Education

Graduation/Post Graduation	Specialization	Month/Year of Passing	College Name	University Name	Final %age / Grade Obtained
B. Com	Commerce	March 2007	Somaiya collage	Mumbai University	Second class

Summary of Skills

Skill Category	Skill Type	Skill Detail	Level	Proficiency	Duration of Usage	Yrs of Experience
CARA	Tool	DevOps	Primary	3	18 Months	18 Months
Urban Code Release	Tool	DevOps	Primary	4	18 Months	18 Months
Service Now	Tool	DevOps	Primary	3	18 Months	18 Months
Incident Management	Process	Process	Secondary	3	15 Months	15 Months
Change management	Process	Process	Secondary	3	15 Months	15 Months
Release Engineer	Process	Process/Tools	Primary	3	18 Months	18 Months
Remedy, Jira Fault Management PATROL Monitoring Tool, Putty.	Process	Process/Tools	Primary	4	6 Months	6 Months

Project Experience

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
61041	Telefonica	Telefonica (Germany)	4	Application Production Support	Production Support	SQL, UNIX, Remedy, Patrol, Toad SQL, Telecom Domain Enterprise application, JIRA Management, Putty.
Responsibilities		✓ Knowledge in UNIX, SQL, Telecom Domain EAI (Enterprise application integration), Web logic server. ✓ Working on monitoring of these application and analyzing the issue for production and finding errors and solving them. ✓ Hands on experience in defect tracking via JIRA Fault Management tools and creating the defect in JIRA and Support request. ✓ Experience in executing SQL Queries. ✓ Working with VI Editor, and process related commands. ✓ Application Area: ICCS, AMQ-FIXNET, and XNP applications. ✓ Performed Table Backup in SQL Test for Insert, Update, and delete functions. ✓ Writing the SQL statements manually to validate data from Database using SQL ORACLE. ✓ Reviewed Error log files in UNIX box when order fails to load into SQL tables. ✓ Executed the UNIX shell scripts that invoked SQL loader to load data into tables ✓ Interacting with developers to resolve application defects and Working on the Deployment in production environment for the CRQ which was planned by the dev team. ✓ In ICCS, AMQ-FIXNET, and XNP was responsible for handling all MNP related issues. ✓ Preparing the daily the Health check report of the all the application and reporting to the management.					

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	✓ Handing rollout / releases and performed pre and post verification during the activity to check the smooth running of the applications. ✓ Enabling and disabling of the Cron jobs and restarting of the servers and. ✓ Restarting of the services when GUI (Graphical User Interface) is down and restarting and informing to users. ✓ Providing the application user access to the new joiner. ✓ Executed the scripts and queries for work order/Change request and performed verification in co-ordination with DEV team for bug fix. ✓ Co-ordinated with co-teams like EAI-BCS/RCS/COM/CRM for order management related queries. ✓ Handled issues related to FLN allocation, MSISDN change, FLN change etc. with respect to number porting. ✓ Responsible for Fixed Line Number (FLN) porting and Mobile Number related issues and fix them as and when reported. ✓ Handling Extended Number Portability (XNP) system for processing data and providing the portation related data to other interface for further processing. ✓ Daily logging on the servers through putty and checking the storage capacity and web services are up and running or not if stopped them restating the webservice. ✓ During production if error occurs in production deployment, incident was raised by the users for data cleaning closely working with them for data cleaning and updating the records.

Change Management

Responsibilities	✓ Coordinating and conducting meetings with Change advisory board (CAB) to discuss higher risk changes. ✓ Authority to implement or reject a change. ✓ Ensuring that all the activities designed to implement the change are as per the standards. The policies and procedures should be well defined, recognized and reviewed. ✓ Preparing Change Summary Sheet that summarizes all RFC's. This sheet helps the CAB team to understand and evaluate the proposed change. ✓ Providing necessary information to the owner of the change. ✓ Attending CAB meeting and provide necessary inputs to them. ✓ Reviewing and documenting change plan. ✓ Resolving issues related to change tickets. ✓ Updating the user with the change activity. ✓ Supporting in testing activities before and after the implementation of change.

Incident Management

Responsibilities	✓ During production if error occurs in production deployment, need to raise the incident and escalate the issue. ✓ Once the issue is escalated, need to open a bridge and bring every team on that bridge along with production support and other teams who is working on deployment and discussing the incident and form a major incident team that can solve the issues as soon as possible. ✓ Categorizing the incident as according to its type and initiating the support is needed. ✓ Maintaining the communication with all the teams so that the issue doesn't rise again and periodically tracking the probabilities of further disruptions.

Project Experience

Atos/Syntel Ltd.   *From December 2019 – Till 30th September 2020*

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
99960	Moody's 2018GRM	Moody's Corporation	18	Release Manager	Release Manager	CARA(Automation Tool),Putty,Windows, Urban Code release, Service Now, CAS self Service.
Responsibilities	✓ Plan the release windows and cycles across a portfolio. ✓ Manage risks and resolves issues that affect release scope, schedule and quality. ✓ Measure and monitored progress to ensure application releases were delivered on time and within budget. ✓ Coordinate release content and effort based on the service request backlog, pending service requests, third party applications, or operating system updates. ✓ Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes. ✓ Produce deployment, run books, implementation plans and weekly release reporting. ✓ Working on request reduction initiatives across the portfolio by promoting self-service utilities to end users to reduce the overall turnaround time and quick closure on requests. Creation and demo of (QRC) Quick Reference Card for quick user reference. Supporting incident reduction initiatives to lower down Production and user reported incidents within SLA.					

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	✓ Developing and creating various JIRA Dashboards, Tableau status reporting, Governance and SLA reports whilst performing monthly reporting to Technologies management, PMO team and client partners
	✓ Analysing and providing innovative solutions to complex problems such as fine tuning of Long running queries, Workflows, data extracts while working with (Development/ engineering and operations teams)
	✓ Technically leading Crisis Management initiative to provide faster recovery of Production environments during critical issues. Primary responsibility during problem resolution using troubleshooting techniques to identify root cause and implement permanent corrective action to resolve issues.
	✓ Manage and oversee QA/Functional/ Integration Testing Environments, responsible for managing all the infrastructure projects like Arizona Password change, SSO, UNIX versions and monthly security patches.
	✓ Working on multiple EBS projects and supervising the work efficiently in the challenging environment with an integrated project work streams which includes project planning, staffing, scheduling, and tracking the deliverables towards the milestones.
	✓ Ensures teams follow the organization's established policies and procedures.
	✓ Technically leading major Disaster Recovery activity by failing over the entire Production (PROD) environment to Disaster recovery environment (DR) and failing back to production.
	✓ Deals with CARA deployment package creation & package deployment and updating the manifest.
	✓ Leading the automation space to perform automated application deployments across Non-Production/ Production environments.
	✓ Manage deployment for new or upgraded hardware and software versions.

Previous Employment

Tata consultancy Services (TCS).   *From July 2011 – December 2018*

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used

| | Payment Processing | Citi Bank | 12 | Consultant | Team Lead | |

Responsibilities	✓ Worked in Citi bank process and handling corporate client for payment processing of NEF, RTGS and IMPS payments along with sending report, creation of reports, booking of fixed deposit and handling maturity of fixed deposit. Roll over of all booked fixed deposit and day to day activity and coordinating all over India Citibank branches for payments and fix deposits.

IBM Daksh (BPO)   *From November 2009 – April 2011*

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	Payment Processing	Citi Bank	12	CSR	Team Lead	
Responsibilities	✓ Worked as a CSR in IBM Daksh for Citibank N.A. customer service. Taking calls for Citi bank N.A. debit card and online banking process. ✓ Speaking to customers to quickly get to the root of their problem. ✓ Identifying hardware and software solutions. ✓ Troubleshooting technical issues. ✓ Diagnosing and repairing faults. ✓ Resolving network issues. ✓ Following up with clients to ensure the problem is resolved. ✓ Supporting the roll-out of new applications. ✓ Providing support in the form of procedural documentation. ✓ Talking customers through a series of actions to resolve a problem.					

Track mail Ar Services Ltd (BPO)   *From November 2008 – November 2009*

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	Payment Processing	American Express	12	Process Consultant	Team Member	
Responsibilities	✓ Worked as a CER in Track mail Ar Services Ltd from 3rd November 2008 to 9th Nov 2009 Third party collection for American Express Credit Cards. ✓ Primarily responsible for managing first contact resolution with our cardholders who are delinquent and for the collecting/repayment of overdue payments and to manage					

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		cardholders ongoing spend expectations, Comfortable managing multiple credit system platforms. ✓ observing accounts to identify overdue payments, reporting collection activity, addressing client queries, and developing repayment plans.				

Sitel India Ltd (BPO)   *From October 2007 – August 2008*

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	Process Engineer	Sitel BPO process	5	CSP	Team Member	
Responsibilities	✓ Worked as a CSP (customer service professional) for the period of 1 year. ✓ Maintaining a positive, empathetic and professional attitude toward customers at all times. ✓ Responding promptly to customer inquiries. ✓ Communicating with customers through various channels. ✓ Acknowledging and resolving customer complaints. ✓ Knowing our products inside and out so that can answer questions. ✓ Processing orders, forms, applications, and requests. ✓ Communicating and coordinating with colleagues as necessary. ✓ Providing feedback on the efficiency of the customer service process. ✓ Managing a team of junior customer service representatives. ✓ Ensure customer satisfaction and provide professional customer support.					

Personal Details

Gender   Male

Date of Birth   22 March 1987

Nationality   Indian

Passport No	T4692968
Mailing Address	Abhinav.mishra@atos.net
Personal e-mail ID	Abhinav123.2007@rediffmail.com
Contact No. Mob	9136764043

Other Comments

I hereby declare that the information that I have furnished is authentic, and true to the best of my knowledge.

Abhinav Mishra