

# CURRICULUM VITAE

## Karthick. P

No.81,R.K Lake View, 4th Cross

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## Contact

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## EXPERIENCE SUMMARY: -

- 4years (Including OJT) of experience in providing production support, carrying end to end application maintenance, handling Incident management, Change management, Problem management, Knowledge management and Root Causes Analysis independently.
- Having 4years of total Experience in Banking, Financial Services and Institution (BFSI) Domain having Expertise in Technologies like SQL, Unix Technologies and also have good interpersonal, analytic and problem-solving skills with the ability to meet tight deadlines.
- Excellent communication and inter personal skills, building the strong business relationships with customers, users and stakeholders.
- Have a ability to take independent responsibilities as well as ability to contribute as productive team member.

## EXPERIENCE: -

Sep 2015 – Till date

**Software Engineer**  
**HCL Technologies Limited, Bangalore**

## ACHIEVEMENTS:-

- ITIL v3 Foundation certified in IT Service Management from Axelos.
- Got gratitude from higher bureaucrat for sustaining well correlation with Clients and Team members.

## TECHNICAL SKILL SET: -

**Platform** - Unix, Linux and Windows

**Programm Language** -SQL, Unix and Unix shell scripting(Basic)

**Database** – Oracle

**Tools**- ServiceNow, SQL Developer, Putty,JIRA

**Scheduling**- Control-M, Splunk

## PROJECT OVERVIEW:-

- 'Regulatory reporting' is the submission of raw or summary of trading data needed by regulators to evaluate a bank's operations and its overall health, thereby determining the status of compliance with applicable Regulatory provisions.

**Roles and RESPONSIBILITIES: -**

- Performed the role of Transition lead and Change Management team in managing offshore teams which has the team size of 15 members.
- Maintain & Support the Application.
- Monitoring Batch, Interface Processes and take remedial action wherever necessary according predefined SLA.
- Resolving business user's query via Service-now service requests, Service-Now incidents and ensure quality closure.
- Resolving the Problem tickets of different severity levels during on-call support.
- Performed production implementations.
- Participating in Major release of the application and Coordinating with DR tests.
- Planning and Managing day-to-day activities, security and Granting / revoking various authorizations to different Users/Groups.
- Control M Jobs and batches monitoring for APAC, EMEA and US regions and ensure that all the jobs ran in a timely manner.
- Getting involved in all clients' issues/concerns towards closure of the ticket.
- Client management activities that includes regular meeting with client managers to provide status updates, review tasks.

**STRENGTHS:-**

- Good analytical and decision-making ability.
- Able to multi-task and prioritize effectively.
- Positive Attitude, Good team worker and Involvement in work.
- Ability to quickly adapt to new environment and learn new technologies.
- Excellent verbal and written communication skills.
- Experience in handling difficult customers.

**EDUCATION QUALIFICATION:-**

- Completed B.E(ECE) from Mookambigai College of Engineering, Pudukottai in the year of 2014 with 6.89 CGPA.
- Completed 12th & 10th Standard from ST.Little Flower HR Sec, Trichy with 69.83% & 75.45% respectively.

**PERSONAL INFORMATION:-**

Date of birth : 15 Jan 1992  
Nationality : Indian  
Marital Status : Un-Married  
Language : Tamil, English  
Permanent Address : 1/555A, 11<sup>th</sup> Cross, Cauvery Nagar, South Kattur, Trichy-620019, Tamilnadu.

**DECLARATION**

I hereby declare that all information provided in this resume is true, authentic and verifiable.

**Place:-****Bangalore****Karthick P**