**CURRICULUM VITAE**

**Karthick. P Contact**

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* 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, 11th 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