

Dinno George

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CAREER SUMMARY ::

- Total of 16+ yrs Experience in SRE.
- Strong Analytical and Pragmatic approach to Problem solving.
- Excellent understanding of Futures & Options and Financial Products.
- Continuous quest for learning and a Team person.
- Strong Interpersonal, Presentation, Communication and Troubleshooting skills.

Software Proficiency ::

Programing Language	: Python
Database	: Sybase, DB2
Scripting	: Python, PANDAS & Unix Shell Scripting, Debugging PERL
ETL	: Informatica, BO.
Others	: Splunk, Prometheus, SED, AWK , Netcool, ServiceNow , Autosys, Remedy, Falcon, Jira.
Morgan Tools	: Nasti,DSDB,Watchtower,Netcool,Sockeye,Leela,Zappdb,Proid.

HOBBIES :: Trading, Movies, Cricket, Cooking.

EDUCATION ::

- Masters in Software Information Systems from AICT, Bharathiar University (2004).
- Bachelors in Math from RUIA, Mumbai University (2002).

PROFESSIONAL EXPERIENCE ::

Oct'12- Current	MORGAN STANLEY	Vice President
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Global SRE for PBReporting, Billing, Wire & MSET Reporting.

PBReporting team is responsible to address reporting issues sent out to external Prime Brokerage Clients and Third Parties.

Mset is a broker reporting for their Execution/Allocation/GiveUp reports.

Billing/Wire are batch support teams and we are bringing in efficiency by automation.

- Onboarded Splunk tool on Alerting.
- Onboarding Prometheus on Snowflake.
- Implementing Agile methodology with daily Sprints and ScrumBan board.
- Working closely with Dev/Business Unit Heads to understand their issues and strategize solutions.
- Develop Python/shell scripts to automate or streamline a flow.
- Do Weekly Active Problem management of Incidents.
- Created a tool slachecker which you can use to configure autosys/sqls to monitor RFB batches and also sends messages in symphony chat.
- 850 mins of bandwidth added due to all automations we did in the last 9 months until Nov 2021.
- **Learning AWS.**

Oct'12- Aug'16	MORGAN STANLEY	Senior Manager
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Firm risk management (FRM) Lead for Market Risk and Credit Risk.

- Troubleshoot any Production Issues with-in the FRM domain.
- Synergizing with different teams like QA, Dev to work effectively as one team.
- Anchoring the change management and release management processes.
- **Attended Derivatives Academy In-house Training.**

Apr'10- Oct'12	NOMURA	Senior Developer
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Part of Asia Market Risk IT (BIS) RTB team and we Supported **ARMS** and **GRMS** applications on an L3 capacity.

- Support ARMS and GRMS Applications and Resolve user queries.
- Develop shell scripts to automate many support processes.
- Do enhancements and bug fixes in UNIX and PERL scripts and Informatica.
- Write Jils to create and re-structure Autosys jobs in UAT and Prod instances.
- Performance tune queries and suggest improvements.
- Directly interact with **Risk managers, and Risk Analysts** to resolve dataQuality issues.
- **Attended ITIL v3 in-house Training.**

Oct'09-Apr'10	SYNECHRON	Senior Associate
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I was part of Commodity team, and we were responsible to Support ENDUR v8.1.

- Endur is an Openlink product for deals from ICE (Inter Continental Exchange) and NYMEX.
- **Attended Endur workflow Training.**

Aug'09-Oct'09	GOLDENSOURCE	Senior Associate
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I was responsible for troubleshooting installation and configuration issues related to our Core EDM Products and also Supported the GoldenSource 8x suit.

Jul'05-Jun'09	CAPGEMINI	Consultant
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Part of "**IEDT SMART**" Morgan Stanley project, which provided **24*6** support to **Analysts and Traders** of **Morgan Stanley's IED BU**.

- We supported **CRM Applications** like Dashboard, EventManager, ClientTracker, FACTSET, Revenue Reporting, Earnings calendar, Interest lists etc.
- Interacting extensively with Clients, Analysts and Traders, to gather workflow data for production issues from initial client contact through to resolution, including root cause identification and implementing preventative action.
- Monitoring and scheduling AUTOSYS Jobs in Solaris.
- Adhering to Incident Management and Problem Management processes.
- Mentoring and training other associates in Analyzing and Troubleshooting application issues.

Apr'04-Jul'05	NCR	IT Analyst
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I worked with "**Global Help Desk**" dept. as an **IT Analyst**, providing Application Support, Network support and Technical support.

- Supported over 100 web applications of NCR Corporation.
- Troubleshoot computer issues for NCR Global employees.