

Kaustav SenFeatured Resume

Tech Lead with more than 4 years of experience in IT, exposed to technologies like SQL, DB, Unix, Windows, and Cloud Computing, skilled in using ITSM tools like Sharepoint, Service Now, JIRA, looking for job opportunities for career growth

Current Designation: Tech Lead-IT

Current Company: Cognizant Technology Solutions

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Kolkata,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 4 Year(s) 5 Month(s)

Notice Period: 2 Months

Highest Degree:

Key Skills: cloud computing,system administration,software support,vmware
vsphere,sql,mysql,database management,mysql
workbench,teradata,unix,putty,tectia,windows,windows server 2012,tns,servicenow,sharepoint,ms
office,Client Coordination

Verified : Phone Number | Email - id

ID: ae9dae875c28447fbb5ebc361d1cb2bbLast Active: 11-Sep-20Last Modified: 11-Sep-20

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[Summary](#)

- * Self-Driven professional with more than 4 years of experience in Information Technology with proven success areas in Application and Infrastructure

support with strong functional knowledge of Insurance and Banking & Financial Services domains for Europe/US/APAC clients.

- * Specialized in creating and analyzing business data using DB oriented tools like MySQL, Teradata.

- * Having experience in Infrastructure and Application setup, deployment, maintenance, monitoring, reporting and communication including issue analysis and resolution.

- * Exposed to technologies like Unix, Windows, and Cloud Computing, and skilled in using ITSM tools like ServiceNow, JIRA, Sharepoint etc.

- * Quick adaptability to changing trends and technologies and willing to learn new technologies required for Job.

- * Deft in MS Office Suite.

- * Strong background in maintaining client relations & a proficient team player.

Work Experience

Cognizant Technology Solutions as Tech Lead-IT

Mar 2016 to Till Date

Project Experience

Project #1 (April, 2016 - May, 2018)

Tools Unix, Windows, Tectia, RDP, Snow, CMDB, DST, Aperture, ResolveIT etc.

Team Size 8

Role Sr. Systems Engineer

Project Objective

Provide Level 1 & 2 Production Support to client and for Production and Development Servers and VMs, including server builds (product wise), adhoc requests, manual software installations, migration and troubleshooting in case of any issue.

Role and Responsibilities

- * Level 1,2 cloud operation roles. Played an integral part in operational and application genres.
- * Working as a part of cloud build team and provisioning different application VMs such as No Software, MS IIS, Tomcat, WebsphereND, SQL, Oracle, Nodejs, Gemfire, Tibco, Connect Direct etc in cloud environment through automation platform.
- * Installing different types of software agents like Autosys, uDeploy, ITRS, BMC, Tanium, Java JDK on cloud boxes(Windows/Linux) via software automation.
- * Actively participating in server migration (Farm Migration) request of the customers.
- * Troubleshooting various issues by accessing Windows or Linux servers through RDP and Tectia SSH.
- * Incident & Problem Management through Service Now (SNow).
- * Providing KT and preparing juniors to be production ready.

Project #2 (May, 2018 - June, 2019)

Tools TWS, Teradata, Putty, Mainframe, WinSCP, HPSM, Unix box etc.

Team Size 8

Role Sr. Systems Engineer

Project Objective

Provide Production & Non-Production Support to Clients for both the Applications (RST and Reflex).

Role and Responsibilities

- * Application and Job Monitoring on a regular timely fashion using TWS.
- * Full understanding of the RST cycle (Morning, Noon and Night batches), troubleshooting in case of any issue during batch, and informing client in case of any delay in the night (EST) batch, based on severity.
- * Verifying and generating all the necessary data and reports with the help of Data Warehousing tool such as, Teradata.
- * Issue Monitoring and Troubleshooting using ticketing tool HPSM and MAX (Service Now), including Incident & Problem Management.
- * Connecting to remote Windows, Linux and Unix based systems using RDP, Putty and Unix box for troubleshooting purposes.

- * Using tools like WinSCP, Mainframe Rumba for daily purposes as well as troubleshooting issues.
- * Working and Communicating with Clients and other relevant teams on a daily basis.

Project#3 (June, 2019 - Current)

Tools SQL, MySQL Workbench, Unix, Putty, SecureCRT, WinSCP, JIRA, Blockchain, Web Browsers, Ansible.

Team Size 3

Role Tech Lead

Project Objective

L2 Application support for different environments (PROD, UAT, Perf, Sandbox, CMCI) for the entire Application.

Role and Responsibilities

- * Leading a team responsible for providing L2 support and performing extended technical and operational roles.
 - * Managing an entire application built on Blockchain technology, and using various components of it.
 - * Managing more than 150 Servers from all environments (PROD, UAT, Perf, Sandbox, CMCI), using Unix and SQL, including entire Server & DB Setup, script preparation, report generation, troubleshooting, and adhoc request fulfillment on a daily basis.
 - * Automation & Deployment of apps through Ansible.
- Proactive Change & Incident Management using Sharepoint and JIRA as part of daily activities.
- * Handling work pressure in a SLA driven environment.

* Effective client communication on a daily basis, and client coordination whenever needed.

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Education

UG: B.Tech/B.E. (Computer Science and Engineering) from Maulana Abul kalam Azad university of Technology in 2015

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Other Qualifications/Certifications/Programs:

MCSA Windows Server 2012

Cloud Computing Certification (ICCP)

CloudU Certificate

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IT Skills

Skill Name	Version Last Used	Experience
Windows, Windows Server 2012	2020	4 Year(s) 0 Month(s)
Unix, SecureCRT, Putty, Tectia	2020	4 Year(s) 0 Month(s)
DBMS, RDBMS, SQL, MySQL	2020	3 Year(s) 0 Month(s)
ServiceNow, HPSM, JIRA	2020	4 Year(s) 0 Month(s)
TWS, X matters	2019	3 Year(s) 0 Month(s)
MS OFFICE	2020	4 Year(s) 0 Month(s)
Ansible	2020	1 Year(s) 0 Month(s)
Cloud Computing	2019	3 Year(s) 0 Month(s)
SHAREPOINT	2020	4 Year(s) 2 Month(s)
Client communication	2020	4 Year(s) 2 Month(s)