Kashif Rizvee

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Experience

APPLICATION SUPPORT ANALYST
at *Societe Generale [Alten Canada Inc.]*

November of 2018 - January of 2020 (1 year 2 months) Montreal – Québec, Canada

• Managed crucial applications for Reconciliation between front and back offices of North America region thus helped in preventing huge fines by Compliance

• Seeking insights within the structured/unstructured data using tools such as Excel, Tableau, Linux, SQL, Python thus enabling real time monitoring

• Creating dashboards using Tableau for monitoring and generation of reports on a daily basis to track impacted accounts and reconciliation percentage for higher managements

• Make use of ticketing tool (Service Now) so that, requests, incidents, problems and change managements can be tracked on via KPI's and make sure that ITIL methodologies are followed at the same time

• Wrote several advanced scripts(shell, python, selenium using java) to automate more than 80% of redundant manual tasks

• Querying using OracleSQL to get insights and root cause of major impacted accounts

• Initiate bridge calls and connect concerned key players to resolve the issue is my top priority and thus avoid SLA

PRODUCTION SUPPORT ANALYST
at *Morgan Stanley [MThree Consulting.]*

July of 2018 - Nov of 2018 (5 months) Montreal - Québec, Canada

• Giving technical support to commodities applications & it's stakeholder's.

• Investigate, analyse reports, monitor alerts and resolving with internal team members and dev team.

• Gave support over 10 applications using Sybase and Oracle databases on Linux platforms.

• Assisted developers to deploy new releases and in bug fixing.

• First point of contact for traders and help them in resolving issues, signing off from different commodities desks.

AUTOMATION TEST ENGINEER
at *Tata Consultancy Services*

July of 2015 - July of 2016 (1 year) Kolkata - West Bengal, India

• Worked within an internal project dealing with IOT devices. We mostly worked on data generated from sensors, air-conditioner, server's installed on various building in entire TCS-India locations.

• My role and responsibility is to automate already written manual test cases. I make use selenium using Java, groovy scripts, MySql, Bugzilla, Jira and git .

• In doing so, I become well versed in SDLC testing. Mastered knowledge of analysing error-logs, bug-fix thus helped in running production activities with over 98% run time.

SOFTWARE DEVELOPER
at *TATA CONSULTANCY SERVICES*

July of 2013 - July of 2015 (2 years) Bangalore Urban – Karnātaka, India

• Worked for "Computer Telephony Integration" project for Bank Of America that involves development of interactive voice recognition (IVR) system.

• Developed IVR system using javascript, react, genesys from scratch in adherence to SDLC which helped in liaising customers to back end agents. I also make use of various genesys inbuilt resources like CME, IRD in addition with Splunk, sql, git, excel, shell, vba to perform daily operations.

Project

Concordia University [Course : Advance Programming Practices; Sep 2017 – Nov 2017]
Technologies : J2SE, Eclipse Neon, JUnit4, Github

Design and implemented an application from scratch in Java environment with various features of Risk Board game such as Map Editor, Single Mode Game or Tournament Mode among various computer players with option of Game Save Load mode. Implemented various Design Pattern namely Strategy and Observer Pattern. Included JUnit test case, API documentation, continuous integration using Travis as a tool, user interface using Java FX and also had a github repository.

Education

Master of Engineering, Software Engineering
at Concordia University
2017 - 2018 (2 year) Québec

Bachelor of Engineering, Information Technology
At Cochin University of Science & Technology
2009 – 2013 (4 year) Kerala, India

Achievements

• IBM certified in Data Analysis with Python.
• Ranked 1st position at Data Science competition organized by MLPlus for building a classifier model with 95% accuracy.
• Received twice "On the Spot" awards from the project manager in TCS, India.

Skills

PROGRAMMING	Shell, Python, Java, JavaScript_6, HTML_5, CSS_3,SASS, React
SOFTWARE TOOLS	Tableau, MySQL, Autosys, Jira, Git, Service Now, MS Office, Splunk, Bootstrap4 MongoDB (basic), PostgreSQL, Oracle DB, Power BI, Selenium, Genesys

Volunteer

• Organize several events in Loyola Chapel, Concordia University.
• Hosted weekly fun-activities at Multi Faith Spirituality Centre.
• Online tutoring to high school and college students.

Achievements

• IBM certified in Data Analysis with Python.
• Ranked 1st position at Data Science competition organized by MLPlus for building a classifier model with 95% accuracy.
• Received twice "On the Spot" awards from the project manager in TCS, India.