Kashif Rizvee

**Website :** <https://krizvee.github.io/Portfolio/dist/>

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# Experience

### SENIOR APPLICATION SUPPORT ANALYST

at *Instacart*

June of 2020 – Sep of 2020 : Toronto – Québec, Canada [*Work From Home - Montreal*]

* Supported several retailers web and mobile applications in order to have better performance all the time.
* Worked on configuration changes and front end codes to find the bug and report at the earliest.
* Created bug tracking tickets / incident creation / problem tickets so that retailers got informed on each step.
* Make use of Data dog for efficient monitoring and log reporting.
* Successfully deployed releases with the help of Jenkins and spinnaker in order to achieve CI/CD methodology.
* Performed sanity and smoke testing with each new deployment. Wrote several selenium\_python automation test cases to achieve this in advance.
* Wrote several advanced scripts (shell, python, selenium using python) to automate several web application related tasks especially for smoke testing after releases.
* Querying using Postgre SQL to investigate and seek root cause of major impacted accounts. Always make a root cause analysis of each incident using Quip.
* Participated in several QA testathon for system integration and regression testing.

### APPLICATION SUPPORT ANALYST

at *Société Générale* [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
* Make use of TMON for real-time monitoring the status of the business functions and processes and thus trying to achieve fewer and shorter downtimes more stable IT systems and eventually business continuity.
* 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 SQL 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
* Keeps on updating the documentation related to technical and environmental changes which ultimately helps during production alerts and similar earlier known issues.

### 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
* Constantly make documentation for the issue, fixes, workaround in production environment for better productivity
* 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 use groovy, SQL, selenium, Bugzilla, Jira and git
* In doing so, I become well versed in SDLC testing. Mastered knowledge of analyzing 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 and testing of interactive voice recognition (IVR) system
* Developed IVR system using genesys from scratch in adherence to SDLC which helped in liaising customers to back end agents. I use various genesys inbuilt resources like CME, IRD in addition with Splunk, SQL, html, css, javascript, git, excel, shell, vba to perform daily operations
* Performing a regression test suite for every pre-release and smoke test for hotfixes
* Finding software defects and track them through the test lifecycle using the Jira bug tracking system

# Education

**Master of Engineering, Software Engineering** at *Concordia University*

2017 - 2018 (2 year) Montreal, Québec, Canada

**Bachelor of Engineering, Information Technology** at *Cochin University of Science & Technology*

2009 – 2013 (4 year) Cochin, Kerala, India

**Project RISK Board Game**

## 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.

**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, HTML, CSS, JavaScript, React

*SOFTWARE TOOLS* : Autosys, Tableau, MySQL, PostgreSQL, MongoDB (basic), Jira, Git, Service Now, MSOffice, Splunk (basic), TMON, Selenium, Genesys, Datadog, Spinnaker,Jenkins

**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.
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