

Highlights:

- Strong communication and interpersonal skills
- Adroit in providing automated solution to complex situations/issues
- Acclaimed recognition and award from stake holders, business users, Global management as well as external parties for dedication, quick, efficient and timely resolution and support.
- Managed end to end implementation of CHINA CDN feature by Akamai
- Created Chat bot POC and primary contact for Symphony bot setup
- Primary contact and subject matter expert for many credit rates, eCommerce applications
- Exclusively setup entire CDS Submission process via Fix protocol
- Extensive and highly appreciated setup of various monitoring (MS SQL/Oracle, MQ, Autosys, Process, Log etc.), Job Scheduling (Autosys, SAM, ION, BladeLogic), certificate expirations, certificate revocation and server monitoring.
- Migrated ION components as part of W2k8 migration.
- Part of autonetics team, designed to enforce automation standards and guide teams to automate process

Skills:

Technical:

- **Networking:** Windows 2003, 2008, 2012,2016, Unix/Linux, RHEL 5, 6,7, F5 LTM, iRule, Web Accelerator, CDN
- **Programming Languages & Analytics:** Java, C, C++, Python 2.7/3.6, MS SQL Server, Oracle, Splunk, Confluence, CA Clarity
- **Web & Application Server:** Apache, Microsoft IIS, IBM WebSphere Application Server, Oracle Weblogic
- **Scripting Languages:** Shell Scripting, Batch Scripting, Network Shell
- **Applications administered**
 - **Monitoring and Logging Tools:** ITRS Geneos, SCADA(inhouse), ITSM Service Now, Xpolog, Splunk
 - **Trading Tools:** ION MMI, ION SysAdmin.
 - **Server Automation and Scheduling:** BMC BladeLogic SA, Autosys ,DollarU ,SAM(inhouse).
 - **Devops Tools:** JetBrains Teamcity/Depot, Atlassian JIRA.
 - **Authorization and Authentication:** CyberArk.

Functional:

- Co-operation and communication with external teams, development teams and business users to discuss on open issues, promote new ideas and strategic improvements.
- Coordinate with Development Team to create functional specification documents, prioritization of develop enhancements, improvements and curate plan for timely deployments.
- Meetings/calls with global teams, external teams and L1 teams to gather requirements, impart knowledge and provide technical training.
- Publish statistics reports to management for support, highlighting critical issues, autonomy rate and status of support with adaptation plan.
- Involvement in recruitment process, work allocation within the team, mentoring them and planning shifts.
- Investigate, analyse root cause & propose best possible solutions for issues in a concise time frame to teams across 3 continents.
- Handle end user and client's expectation, interact with their technical teams also provide on Site support for important clients to gather information and resolve their problems.
- Provide ad-hoc extracts for regulatory requirement and external auditors.

Experience:

Support Analyst /BNP Paribas Singapore Branch

September 2018 - Present

- Single point of contact for Symphony bots technical Support and functional support.
- Setup monitoring and improved the setup for bot infrastructure; created extensive technical documentation; coordinated with dev and global teams.
- Single point of contact for eCommerce technical Support for global clients.
- Interaction with end users and clients technical teams to discuss, improve and resolve issues for eCommerce Applications.
- Interaction with CDN providers such as CDNetworks, AKAMAI for setup and troubleshooting related to application setup
- Coordination with INET/F5 and network teams for Network/Firewall co-ordination, DNS registration, iRule, VIP creation, Web Acceleration and other troubleshooting
- Coordinated with leading CDN provider Akamai to implement CHINA CDN feature to enhance user experience of our clients.
- Managed SSL certificate renewals, installation and monitoring of certificate expirations and revocation
- Created extensive SPLUNK dashboards to improve the quality of monitoring and provide data to internal teams

Support Analyst /BNP Paribas India Solutions Pvt. Ltd.

March 2016 – August 2018

- Subject Matter Expert for Credit L.S.O.C(Risk and PNL report) application.
- Setup, enhanced and improved LSOC application; created extensive functional and technical documentation; trained and coordinated with various teams involved.
- Subject Matter Expert for J.A.G (Pricing Engine) application.
- Conducted weekly calls with Dev and L1 to raise issues and concerns observed, discussed future enhancements and change deployments.
- Automated JAG checks and improved existing monitoring.
- Selected for Autonetics(Automation) team to setup automation standards and guided teams to automate process
- Mentored and trained entire team for transition and on-boarding to project.
- Subject Matter Expert for Credit and Rates STP application.
- Coordinated with Development Team to create functional specification documents, discuss and prioritize enhancements as well as future releases.
- Created python modules for various DB, FTP, ZIP, Monitoring and Archiving operations.
- Migrated highly critical CDS submission setup from Web services to Fix.
- Published reports to management, highlighting critical issues and high priority task, status of tasks and any enhancement plans.
- Improved existing monitoring and migrated python monitoring from Geneos to AutoSys.

Junior Support Analyst /BNP Paribas India Solutions Pvt. Ltd.

May 2014 – Feb 2017

- Proactively managed and monitored application health and logs.
- Managed, improved availability and performance of production environments.
- Performed BAU activities such as trader addition, server build and decommission, change deployment, contingency manual actions.
- Migrated Fixlink(STP) application components from Sybase to MS SQL.

Education

B.Engg. (Electronics and Telecommunication), Mumbai University

May 2014