



DHARMESH R RATHOD

Application Support Manager

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WHY ME?

Handled several key roles spanning **12 years in BFSI and , Financial Services domains** with in- depth experience in Application & product support and delivering smooth processes and managing low-level incidences in a complex IT estate. ITIL certified with exceptional communication skills, creating knowledge bases for junior team members.

EXPERIENCE

Assistant Vice President (Product Support) Jul-2022 – Till date

Kotak Mahindra Bank Limited – Mumbai, Maharashtra



Project Title: Keya Chatbot

Technology: Linux, Oracle, Java, REST API, Vendor Management, Azure Devops, AWS

Role: AVP (Service Delivery & Production Support)

In charge of managing Chatbot application initiatives, as well as the development and improvement of features with outside vendors and in house product and business operation team Live system support concerns and incidents are prioritized and resolved via the internal service desk. Triage and resolution of live system support issues and incidents via the internal Service Desk

- Provide Level 2 production support and manage incident resolution against established SLAs
- Conducting the weekly meetings with the vendor to review business-requested features and project development, as well as driving through agile methodology to achieve business goals and needs.
- Manage service requests to fulfill business and product support requests
- Managing API's integration with the system based on the business requirement
- Implemented problem management procedures resulting in 20% reduction in production issues
- Verified DR Test systems as per yearly DR policy resulting in 100% compliance
- Addressed recurring issues by implementing effective problem management processes resulting in 30% reduction in recurring issues
- Working with appsec item by enduring 0% vulnerability in the application and timely close the open points.
- Monitored the environment to stay on top of all issues resulting in 80% reduction in unplanned system outages
- Plan and ensure timely housekeeping and Infrastructure maintenance activities to support Application health
- Create/update support procedures and ensure proper maintenance of standard operating procedure (SOP)
- Ensuring the service delivery on a timely manner.

Sr. Manager (Production Support) (Dec-2021 – Jun-2022)**NSDL Data management Limited** – Mumbai, Maharashtra

Project Title: Sure Pay Payment Integration / NSR
Technology: Linux, PostgreSQL, Java, Corncobs, API
Role: Sr. Manager (Product Support & Delivery)

Was in charge of managing Sure Pay and NSR application initiatives, support, maintenance, and integration processes, as well as assisting government merchants in establishing payment gateway integration with their websites and providing end-to-end support.

- Responsibilities include application management and 24*7 support for NSDL merchants
- Handling payment gateway integration and Staging environment testing.
- Personally met to the government merchants like ISRO, ASI, Transport Dept. of India to understand the concerns and improvements and same to be implemented based on the challenges and feedback.
- Managing Daily Support process, incident, and problem management.
- Collaboration with IT Infra and Project team whenever required.
- Team Leadership (Task, Administrative, and coaching)
- Help the Manager to Recruit, select, manage, and develop employees. Lead, develop and motivate the team to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness.
- Prioritize staff workloads and manage resources for optimal performance to achieve departmental goals and to meet business needs/objectives.

Technical Manager (Product Support) (May-2021 – Dec-2021)**Barnes & Nobel LoudCloud Pvt Ltd** – Mumbai, Maharashtra

Project Title: LMS & ILP (Learning Management System & Integrated Learning Platform)
Technology: Linux, AWS, Oracle, Java
Role: Technical Team Leader (Product Support)

Barnes and Nobel LoudCloud is a joint venture who helping students to succeed take works using their product called LMS (Learning Management System) which helps colleges and universities to delivery personalized learning platform and support to their students, which improves the communication and extract the data online.

- Responsibilities include L2 product support and application management for global Barnes and Nobel education and integrated Learning Platform application.
- Support daily process, incident, and problem management
- Understand severity levels of tickets raised by customers and accordingly categorize ticketing severity levels and pass them on to respective support levels (L2/L3) as per SOP
- Change and release management, Interaction with application owner and end-users from various locations across the USA.
- Collaboration with IT Infra and Development team
- Team Leadership (Task, Administrative, and coaching)
- Help the Manager to Recruit, select, manage, and develop employees.

Lead Analyst (Product Support) (Feb-2015 - May-2021)

Travelex India Pvt Ltd – Mumbai, Maharashtra



Project Title: Reconciliation & Wholesale Banknotes
Technology: Linux, AWS, Oracle, Java, data dogs, JIRA
Role: Technical Team Leader (Product Support)

In charge of wholesale banknote and reconciliation system that provides online order placement and fulfillment across Travelex global partners, this is online product for Europe region where we were providing 24*5 technical support and enhancement.

- Provide Subject Matter Expertise (SME) level of application-level issues
- Responsible for creating and maintaining documentation related to applications and application issues; Responsible for documenting issues that are awaiting code releases to resolve
- Work closely with Internal/External Stakeholders, Development Architects/Managers & developers, across Locations, to ensure timely delivery
- Assist internal customers and coworkers and provide a high level of customer service when providing application support
- Provide automation solution to prevent the mundane work and enhance application monitoring reactivity
- Performed software application and disaster recovery testing, ensuring business readiness following a failover.
- Performed initial client assessment and analysis to begin the research process.
- Developed a new process for employee evaluation which resulted in marked performance improvements.
- Undertaking people management, Work delegations, Standup meeting, and stockholders meeting to understand the business requirement and to make discussions on ongoing issues and challenges.
- Stockholders Management and GEO SPOC for Europe region

L1 Support Analyst (Product Support) (Aug-2011 - Jan-2015)

Polaris Software Limited – Mumbai, Maharashtra



Project Title: Cheque Management System
Technology: Windows, Autosys, SQL, ServiceNow
Role: L1 Support Analyst

Citibank is one of the financial service providers in the EMEA region offering its clients for printing checks for private banking, as well as value-added services using its knowledge and networks. The application, used by Citibank in its day-to-day operations, is supported under Checks32 so ensure Cheque clearing process

- Providing L1 Support and monitoring the system and process
- Perform initial investigation on the issue raised by the service desk team and work upon with the core team
- Performing daily BOD and EOD task and send report to line manager
- Monitoring the application using Nagios tool
- Coordinating with in-house infra team and core team and update the stakeholders on the resolution

EDUCATION

URAL FEDERAL UNIVERSITY (Jaro Education, Mumbai)

Executive-International MBA in Project Management (Completed in 2018)

RASHTRIYA VISHWA VIDYAPEETH (Mumbai)

Bachlore in Computer Application - BCA (2006-2009)

SKILLS

Application Support, Product Support, Azure Devops, JAVA, AWS, Linux, SQL, Oracle, Leadership, Vendor Management, ITIL Problem/Change/Incident Management, Cronjobs, Shell Scripting, API Integration, Service Delivery, Agile Project Management

ACHIVEMENTS

Improved Deployment Process

Integrated the application release deployment process from on-premises (manual) to Azure devops in order to quickly deploy the changes. At its earliest, it used to take 2-3 hours to complete the entire deployment; now it's achievable in a 10-15 minute span of time.

Improved System Capacity

Implemented auto-housekeeping Cronjobs on the servers in order to remove the unwanted data and logs to keep the required capacity in place without doing manual intervention. By doing this, it has reduced the manual effort of the single resource by 30%.

Improved customer satisfaction:

Led the team to achieve customer satisfaction through effective incident and problem management.

CERTIFICATIONS

Certified AWS Solution Architect – Associate level: 2019

Cognixia – Mumbai, MH

Certified as ITIL Foundation V3: ITIL Foundation V3, 2015

EXIN - Mumbai

Certified as Network Engineer from Jetking, Mumbai

Jetking Info train Ltd - Mumbai, MH

REWARDS

Award of “**Customer Management Awards - Team Award**” for managing key projects and critical issues with 99% SLA and CSAT. (Mar-2020)

Award of “**Customer/Stakeholder Management Award**” for managing key Stakeholders on critical issues and outcomes. (July 2019)

Award of “**Travelex Exceptional Performance**” for providing quality services to major customers of Travelex towards critical issues to save cost and penalties (Dec 2018)

Award of “**Polaris Rising Star Award**” providing exception customer support (Jun 2012)