

# Mahantesh Pujari

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## PROFESSIONAL SUMMERY

Production Support Engineer with 3 years of experience in designing, developing, and maintaining scalable applications. Proficient in full-stack web development, DBMS, Unix shell scripting, SQL, and automation. Strong background in server management, production support, and alert suppression. Adept at problem-solving, optimizing system performance, and collaborating with cross-functional teams to deliver high-quality software solutions.

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## PROFESSIONAL EXPERIENCE

**Production Support Engineer | Lloyds Banking Group | Wipro UK Ltd**

**March 2023 – Present**

**London, UK**

- Working in a Run Engineering role, providing production support to various payment applications viz SWIFT, International Payment Platform(IPP) and Global Payplus(SIP GPP).
- Provided 24\*7 production support for critical banking applications like GTX, GT Frame, SAG, Vrepair etc, ensuring smooth and uninterrupted operations.
- Worked on different types of bank transfers including CHAPS, BACS, SWIFT ensuring timely processing of transactions.
- Hands-on experience in SWIFT message transmission, including expertise in MT and MX messages.
- Supported and maintained Finastra third-party tools, ensuring seamless integration with core banking applications.
- Proficient in using SWIFT messaging protocols such as FIN, FileAct, Interact for secure and efficient financial transactions
- Hands-on experience with IBM WebSphere MQ for reliable message queuing, including configuring queue managers in GTX and troubleshooting message flow issues in production.
- Hands-on experience in Linux environment & commands while using Linux server to analyze logs/ Modify the payment settlement date if it is stuck due to cutoff time etc.
- Carried out isolation and de-isolation of production servers, preventing downtime and ensuring seamless operations.
- Working in an agile multi-disciplinary team and collaborating with colleagues in the delivery of change.
- Working closely with other Software Engineers and Quality Engineers, as well as Business Analysts, Product Owners , and Project Managers.
- Analyzing incidents/problems within Applications, using data and technology to find the best technical and/or professional solutions
- Experience in collecting, managing, and analyzing server logs.
- Proficient in understanding the structure and format of BICs and their application in international payments and SWIFT messaging systems.
- Have good understanding on payment systems like SEPA, SEPA SCT, Target2, CBPR+ and others.
- Contributed to change management processes, including creating and implementing Changes.
- Hands-on experience on Service Now including Incident management, Change management, Problem management etc.
- Hands on experience in Bash scripting.
- Proficient in Creating SQL query to Create/Extract/Modify/Delete data using Oracle SQL.

- Proficient in Jira used to track the task progress and prioritize the tasks.

## **Project Engineer | WIPRO**

**June 2022 – 2023**

### **Bengaluru, India**

- Worked on full-stack development, designing and implementing web applications.
- Designed and developed dynamic, responsive websites using HTML, CSS, Javascript, Bootstrap, and jQuery, ensuring a seamless user experience across various devices and screen sizes.
- Developed back-end functionalities using Node.js and Python, creating efficient server side login and APIs for seamless data flow between front end and database.
- Utilized MySQL to design and maintain scalable databases, optimizing queries for improved performances and user data handling
- Optimized SQL queries and database structures for improved application performance.

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## **EDUCATION**

**KLE College of Engineering and Technology, Chikodi, Karnataka**  
B.E in Electronics and Communication Engineer

**2018 - 2022**  
**CGPA – 7.6**

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## **CERTIFICATIONS**

- Google Cloud Platform(GCP) Associate Cloud Engineer (ACE).
- Complete Full stack web development (UDEMY).

## **TECHNICAL SKILLS**

- Programming Languages : Javascript, Python.
- Frontend : HTML, CSS, Javascript, Bootstrap, jQuery
- Backend : Python, Node JS
- Databases : MySQL, SQL
- Cloud : Google Cloud ACE
- Tools & Frameworks : Git, ServiceNow, MS Excel
- Operating Systems : Unix, Linux, Windows, MacOS
- Application/Technical Support(Front & Backend)
- Monitoring Tools – Splunk & Dynatrace
- Data management
- Excellent Problem solving & Troubleshooting skills
- IBM Websphere
- Incident Management
- IT service management
- Jira and Confluence

