Outlook

A/SA level opening for Merck & Co., Inc. - Shared Services in Bangalore/Pune/Hyderabad/Chennai Location with JAVA, Restful services, SQL, Linux, Putty Skillset

From V, Prabhakar (Cognizant) <Prabhakar.V@cognizant.com>

Date Fri 10/27/2023 2:10 AM

Dear Associates,

We are having an SA/A level opening in Merck & Co., Inc. - Shared Services account attaching the JD below please revert back if you're interested.

Skill – JAVA, Restful services, SQL, Linux, Putty (primary requirement) and Mulesoft is (Secondary skills)

Experience – 5-9 years (SA/A)

SO - 5604331

RTO: 3 days from office for now as per account directive. If they decided for all days, associate should be ready.

Shift timings: General shift. There is no night shift.

Weekend/holiday support: Associate should support on weekends/holiday on rotation basis. Existing team is working on weekends/holiday on rotation basis.

Kindly fill the below details & respond back if you're interested

Associate ID	Associate Name	Grade	Location	Skills	Experience	Availability

Please reach out to me for any clarifications / queries.

Job Summary:

1.Job title WFHHYBRID - COGNIZANT IS LOOKING FOR A TECHNICAL LEAD 2.Job summary JAVA ,Restful services, SQL , Linux/Unix commands &ampampamp MulesoftIssue identification, simulation, root cause analysis, manage and develop team capability for resolving complex incidents 2. Contribute to knowledge base 3. Proactive application monitoring 4. Managing tickets and tasks escalated by the Level 2 team 5. Handling Customer requests and fulfillment of ad-hoc requests assigned by the Lead 6. Escalate tickets that require external intervention 7. Alert lead for tickets whe 3.Experience 6to8yrs 4.Required Skills Technical Skills- ,Java Domain Skills- 5.Nice to have skills Techincal Skills- ,Linux,SQL,Unix,Mulesoft,Restful APIs Domain Skills- 6.Technology Java 7.Shift Day 9AM TO 6PM(IST) 8.Roles & Responsibilities Issue identification, simulation, root cause analysis, manage and develop team capability for resolving complex incidents 2. Contribute to knowledge base 3. Proactive application monitoring 4. Managing tickets and tasks escalated by the Level 2 team 5. Handling Customer requests and fulfillment of ad-hoc requests assigned by the Lead 6. Escalate tickets that require external intervention 7. Alert lead for tickets where there can be a potential SLA breach 8. Conduct peer reviews and ensure quality of deliverables 9. Provide inputs to task estimation 10. Prepare status reports for internal stakeholders with the objective of resolving incidents and addressing Adhoc requests to support high complex issues within the limit of pre-defined corporate guidelines 11. Ensure assigned tasks such as incidents, Service requests and identified problems are handled and completed within the agreed targets 12. Setup bridge calls to update status of Critical incidents / Outages to key internal stakeholders 13. Responsible for coordination with internal and external stakeholders (Customer and Vendor liaison) to progress tickets to resolution 14. Comply with defined process during task execution (including problem management, KEDB management etc.) 15. Participate actively during Knowledge transition (KT sessions) and contribute 16. Contribute and participate proactively in knowledge sharing sessions 17. Collate data and provide inputs for reporting requirements 18. Participate in customer meetings and provide project updates 19. Perform task estimation guide the application analyst on estimation 9.Job Location Primary: INMHPUNA09-COG Deccan Campus (CDC) SEZ Alternate: , 10.Job Type 60PM00 Sr. Associate - Projects 11.Demand Requires Travel? N 12.Certification(s) Required NO

Ok

Regards,

Prabhakar V
TSC – Central Fulfillment Team
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