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| **SHAHUL HAMEED**  **Senior SQL Developer ~ BI /Project Lead**  Expertise in blending creative intellect / insight and sharp planning skills for managing business operations and meeting top / bottom-line objectives, targeting senior level assignments in **Service Delivery Management** using **Data Analysis and Data Visualization Skills**  **shahul1722@yahoo.co.in  09920676749**  cid:eIi5vOijKFFVqlNRDh5b | | |
| knowledge24x24icons Profile Summary | | |
| * A goal-oriented professional with **16 years** of experience in Support, Maintenance and Development. * Proficiency in managing process operations entailing mapping of business processes, designing, implementing, and transitioning, processes, solutions in line with the guidelines specified by clients * Asset Management Reporting using Eracent Discovery Tool and Integration of discovery data with ServiceNow Platform * Capabilities in coordinating with internal & external customers for running successful operations; experience of implementing procedures and service standards for operations excellence * An effective communicator with excellent relationship management skills and strong analytical, problem-solving & organizational capabilities | | |
| core24x24icons Core Competencies  **Service Delivery Management  Database Design & Development**  **Risk & Security Operations  Database Maintenance   Stakeholder Management  Database Migration**  **Process Improvement**  **Training & Development**  **Team Building & Leadership** | | edu24x24icons Academic Details   * MCA from Mumbai University, Mumbai in 2012 * BSC IT from Mumbai University, Mumbai in 2006   Certification   * ITIL V3 Foundation Certified * Prince 2 Agile and Foundation Certified * AZ-900 Microsoft Azure Fundamentals   Technical Skills   * Languages: SQL, C, C++ Visual Basic 6.0, VisualBasic.Net, C# * Databases: SQL Server 2005,2012,2014,2016 * Web Technologies: HTML, ASP.Net * Scripting: PowerShell * Operating Systems: Windows 2008 R2 / 2012 R2 /2016 * Cloud Platforms: GCP & Azure Fundamentals * Data Visualization: PowerBI * Organizational Experience     ***Capgemini India Private Ltd., Navi Mumbai from Dec’16 – Present as BI Delivery Lead (End Point Security Services)***  **Key Result Areas:**   * Eracent Tool Support for discovery of Asset and Networking devices for Capgemini organization. * Visualized data in Power BI and ServiceNow dashboards * Represented Infra Regions Data Analysis based on Encryption, Backup and Antivirus services. * Ensured that the service quality is maintained, and plans are implemented to improve service delivery processes * Analyzed & understood solution requirements; facilitated solution development projects throughout the solution cycle from requirements gathering to implementation for business continuity |
| softskills24x24icons Skill Set    **Change Agent**  **Collaborator**  **Motivator**  **Communicator** | |
| career24x24icons Career Timeline  **Dec’06 – Mar’10 *Avenues India Pvt. Ltd., Mumbai***  **Apr’10 – Jul’13 *HDFC Bank Ltd., Mumbai***  **Jul’13 – Dec’13 *Travelex India Private Ltd., Mumbai***  **Jan’14 - Dec’16 *GlobeOp Financial Services Private Ltd., Navi Mumbai***  **Dec’16 – Feb’22 *Capgemini India Private Ltd., Navi Mumbai***  Kalium, Dubai as Logistics & Supply Chain Consultant  Kalium, Dubai as Logistics & Supply Chain Consultant | **Highlights:**   * Worked closely with internal customers and client organizations to understand incidents and ensure the provision of quality service in line with agreed upon SLAs * Developed process-automation tools using technologies that enabled faster processing of applications * Focused on problem management and automation, enabled a reduction in incidents and Service Requests (SRs)   ***GlobeOp Financial Services Private Ltd., Navi Mumbai from Jan’14 - Dec’16 as Application Support Manager (SQL Support)***  **Highlights:**   * Drafted complex SQL queries for validating the data against different kinds of reports; used SSIS and T-SQL scripts for developing simple to moderately complex ETL processes * Designed Entity Relationship (ER) Diagrams to the proposed database and loaded data using the SQL DTS, Imports & UTL files based on file formats into SQL for data analysis * Developed database models, optimized tables, queries, migrated database from SQL Server 2005 to 2012 and monitored system performance   ***Travelex India Private Ltd., Mumbai from Jul’13 – Dec’13 as Senior Software Engineer***  **Project:**  Retail Trading System  **Highlights:**   * Administered a team of Support Executives to resolve tickets within TAT * Published MIS weekly reports for the senior management on the resolved tickets   ***HDFC Bank Ltd., Mumbai from Apr’10 – Jul’13 as Software Engineer***  **Project:**  Project Management System & Online e-Attendance System  **Highlights:**   * Gathered business requirements and performed analysis of the system in coordination with Business Development and Marketing Team * Used ASP.net for coding and testing of the system   ***Avenues India Pvt. Ltd., Mumbai from Dec’06 – Mar’10 as Sr. Technical Support Officer***  **Project:**  CCAvenue  **Highlights:**   * Conferred with ‘Best Employee of the Month Award’ for integration of Municipal Corporation’s website with CCAvenue for online tax payments in May’09 * Resolved technical issues related to implementation & integration of E-Commerce websites in coordination with Technical & Development Teams | |
| Personal Details  **Languages Known:** English, Hindi, Tamil, Marathi and Urdu **Address:** Room No. 305, Sec- 34, Plot No. 42-43, Riddhi Siddhi Ashiana, Kamothe, Mansarovar, India – 410 206 | | |