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| Jithin Perumpally Perumpally Mana, Cheruthuruthy,  Kerala- 679531  +91-9961558291  jperump@gmail.com ABOUT ME Currently working as Sr. Project engineer in Wipro Technologies, a top player in Indian as well as international IT sector. Has 4+ years of experience in retail domain. A confident, efficient and reliable IT professional with extensive practical experience in eCommerce leveraging expertise in organization, ITIL processes, diverse technologies and problem solving to provide exceptional user support and assistance in resolving conflict. Experience includes managing sensitive materials and providing after-hours support for clients.  I also hold a valid and approved H1B petition PERSONAL SKILLS  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | COMMUNICATION |  |  |  |  |  | | ORGANIZATION |  |  |  |  |  | | TEAM PLAYER |  |  |  |  |  | | CREATIVITY CREATIVITY |  |  |  |  |  | | SOCIAL |  |  |  |  |  | | JITHIN  PERUMPALLY  IT Professional EXPERIENCE (2011 – present) SENIOR PROJECT ENGINEERWipro technologies I have been working for client Best Buy Canada under the MCCP (Multi Contact-Channel Platform) team. The MCCP is a solution that provides a single system to handle multiple brand and multiple channels that BestBuy chooses to support for ecommerce. I was responsible for   * Planning and execution of deployment related activities i.e. deploying the new release to Production, DR and QA environments, validating the application etc. * Performing defect fixes, application enhancement, development and maintenance of Catalog and Marketing components of Commerce Server, and MCCP Business tools as per the business requirements. * SSL certificate creation, renewal and management in production, DR and QA servers. * Quarterly and Annual PCI service account and SQL Database account rotation as per company policies. * Environment audits. * Incident Management, Change Management and Problem management based on ITIL processes using the ITSM Remedy Application and BestBuy Canada Service Now application, management and coordination of the support tickets across multiple markets, including coordination of new installations, new release deployment, changes in application. * Knowledge transfer and acquisition of systems and people across teams and periodic review and update of application documentation.  EDUCATION (2007– 2011) BACHELOR OF TECHNOLOGYROYAL COLLEGE OF ENGG & TECHNOLOGY Graduated in Electronics and Communication Engineering with **73.4**% aggregate (University of Calicut). |

# SKILLS

ITIL – Incident Management Microsoft BizTalk server

ITIL – Change Management ITIL – Problem Management

C# .NET, ASP.NET, WPF Microsoft SQL server

Jenkins IIS

Commerce Server - Commerce Server Staging Commerce Server - Catalog Manager

Commerce Server - Marketing Manager Knowledge of Linux OS and commands

KeyStore Explorer SOLR

# ACHIEVEMENTS

Wipro Technical Excellence Award- March 2015.

Impeccable record of customer satisfaction so far. Zero customer complaints / escalations.

Scored 99% (top 1 percentile) in NIIT- National IT Aptitude Test 2011.