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ANAND SIVASUBRAMANIAN ⭐ Featured

Production Support Analyst at BNP Paribas India Solutions Pvt Ltd in Banking and Finance(BFSI) Domain.Actively seeking roles in Technical Support,Production Support,Application Support,L2 Support using Oracle,Unix,Shell scripting,Autosys,Geneos.

Current Designation: L2 Production Support Analyst	Total Experience: 6 Year(s) 0 Month(s)
Current Company: BNP Paribas	Notice Period: 3 Months
Current Location: Mumbai	Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]
Pref. Location: Mumbai,Mumbai Suburbs,Navi Mumbai	

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Java Support,Technical Support,Production Support,Application Support,L2 Support,C#,Oracle,MS SQL,SQL,Unix,Linux,Unix Shell Scripting,Bash Scripting,.NET,ASP.Net,MS SQL Server,AutoSys,.NET support,Support,WCF, Entity Framework, ASP.Net MVC,Oracle 12c

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

Having 6 yr 11 months of experience in Production Support. Looking for opportunities in Production Support, Application Support, L2 Support.
Currently working as L2 Production Support Analyst at BNP Paribas India Solutions Private Limited from Jan - 2019.
Previously worked as Application Support Analyst at Virtusa from Feb - 2014 to Jan - 2019.
BE in EXTC from Mumbai University with 68% aggregate.

Work Experience

⦿ **BNP Paribas** as L2 Production Support Analyst
Jan 2019 to Till Date

Currently working as L2 Support Analyst at BNP Paribas India Solutions Private Limited.
Domain expertise in Banking & Finance.
Experience in providing support to applications maintaining the SLA and clearing cut-off.
Working on Change Management, Change Deployment and Release Management.
Working on Incidents and Requests assigned and resolving all the incidents within SLA.
Good Knowledge and hands on experience in production support by using UNIX and Oracle.
Regular interaction with the clients both onshore and offshore.
Having excellent Analytical Ability, Reasoning ability and Problem Solving skills.

⦿ **Virtusa** as Application support
Feb 2014 to Jan 2019

Providing support for BAU production issues, troubleshooting client issues with high level data analysis.
Creating reports as per user requirements with the help of SQL queries.
Bug Fixes in C# and MS SQL Server.
Working on daily tickets assigned and keep updating the status to clients.
Interacting with client and partner systems to understand business requirements.
Resolving issues within SLA and clearing cut-off.
Updating the Daily status and Weekly Status report to the senior management.
Working on weekend for application COB tests, planned production releases (Change management).
Support Production release of systems until signoff received from business.

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Mumbai University** in **2012**

IT Skills

Skill Name	Version	Last Used	Experience
Application Support		2020	6 Year(s) 10 Month(s)
Unix		2020	6 Year(s) 10 Month(s)
MS SQL SERVER	2012	2018	6 Year(s) 10 Month(s)
Oracle		2020	6 Year(s) 10 Month(s)
PRODUCTION SUPPORT		2020	6 Year(s) 10 Month(s)
Bash Scripting		2020	6 Year(s) 10 Month(s)
AUTOSYS		2020	6 Year(s) 10 Month(s)
C#		2020	6 Year(s) 10 Month(s)
Geneos		2020	6 Year(s) 10 Month(s)
ITRS		2020	6 Year(s) 10 Month(s)
SQL		2020	6 Year(s) 10 Month(s)
Shell Scripting		2020	6 Year(s) 10 Month(s)
Unix shell scripting		2020	6 Year(s) 10 Month(s)
Java Support		2020	6 Year(s) 10 Month(s)
.Net Support		2020	6 Year(s) 10 Month(s)
dotnet support		2020	6 Year(s) 10 Month(s)
JAVA PRODUCTION SUPPORT		2020	6 Year(s) 10 Month(s)
Dotnet production support		2020	6 Year(s) 10 Month(s)
L2 support		2020	6 Year(s) 10 Month(s)
L1 support		2020	6 Year(s) 10 Month(s)
WebLogic		2020	6 Year(s) 10 Month(s)
JBoss		2020	6 Year(s) 10 Month(s)
WebSphere		2020	6 Year(s) 10 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
ENGLISH	Proficient	✔	✔	✔
HINDI	Proficient	✔	✔	✔
MARATHI	Beginner	✔	✔	✔
TAMIL	Proficient			✔

Projects

● Project Title: GLOSS(Global Settlement System)
Client: BNP Paribas India Solutions Pvt. Ltd.
Nature of Employment: Full Time   Duration: Jan 2019 - Till Date
Project Location: Mumbai   Onsite / Offsite: Offsite
Role: Other   Team Size: 7
Skill Used: Oracle 10g, Unix,Linux,Oracle,SQL,MS SQL Server, Bash Scripting, Unix Shell Scripting, Shell scripting, AutoSys, JIRA,Service Now,Putty,Geneos,ITRS
Role Description: L2 Production Support Analyst

1) Analyze production issues to determine root cause and provide fix and recommendations to the development team.
2) Performing diagnosis of production incidents by analyzing application and database logs.
Project Details: Gloss is back office settlement application where trades flow from various upstream system and is processed. It involves the complete cycle from booking to settlement of trades from Hongkong, Taiwan and Tokyo markets.

● Project Title: Gloss Lite
Client: BNP Paribas India Solutions Pvt. Ltd.
Nature of Employment: Full Time   Duration: Jan 2019 - Till Date
Project Location: Mumbai   Onsite / Offsite: Offsite
Role: Other   Team Size: 7
Skill Used: MS SQL Server,SQL,.NET,ASP.NET,ASP.NET MVC,Windows,Autosys,UDeploy
Role Description: L2 Production Support Analyst
1) Analyze production issues to determine root cause and provide fix and recommendations to the development team.
2) Performing diagnosis of production incidents by analyzing application and database logs.
Project Details: Gloss Lite is a web based settlement system developed in MVC. It involves the settlement of trades from

Tokyo markets.

- Project Title: **Citidocs**
  Client: **Citibank NA**
  Nature of Employment: **Full Time**   Duration: **Feb 2014 - Jan 2019**
  Project Location: **Mumbai**   Onsite / Offsite: **Offsite**
  Role: **Other**   Team Size: **6**
  Skill Used: **MS SQL Server, Autosys, C#,UDeploy**
  Role Description: 1) Working as L3 Application Support team member.
  2) Providing support for BAU production issues, troubleshooting client issues with high level data analysis.
  3) Bug Fixes in C# and MS SQL Server
  Project Details: Citidocs is an Imaging and Document Management System which facilitates scanning, storage and
  retrieval of images and documents and provides standard imaging functions.

- Project Title: **Orbiflow**
  Client: **Citibank**
  Nature of Employment: **Full Time**   Duration: **Feb 2014 - Jan 2019**
  Project Location: **Thane**   Onsite / Offsite: **Offsite**
  Role: **Domain Expert**   Team Size: **8**
  Skill Used: **SQL Server 2012, MS SQL Server,C#,SQL,Sql Server,Windows,AutoSys, Servicenow, L3 Support, Application
  Support,UDeploy**
  Role Description: 1) Working as L3 Application Support team member.
  2) Support BAU Production issues.
  3) Bug Fixes in C# and MS SQL Server.
  4) Working on daily tickets assigned and updating the status to clients.
  Project Details: Orbiflow is a document management and validating system used by Citibank in SSA (Sub Sahara Africa),
  WL (Worldlink), ADU (Account Documentation Unit) clusters across the African and European countries.

  The documents are sourced into Orbiflow from various sources like faxing, scanning.

  The scanned documents are processed through various queues in Orbiflow application.

  The application consists of a third party component Global 360 which is used for storing the images in an encrypted
  format on the disk.

  Global 360 also is responsible for routing the documents from one queue to another based on the workflow rules defined
  in the route file.

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**