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Mohan Gidi ⭐ Featured

Delivery Manager seeking roles in IT Project Management,Stakeholder Management,Vendor Management,L2 Production Support,Incident Management,Problem Management,Change Management,C Language,Siebel CRM,Java,.Net,SQL Server,JIRA,Confluence,TWS, Control-M

Current Designation: Application Technical Support Engineer - Delivery Manager -IT

Current Company: TECHNOPALS PTE. LTD.

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 11 Year(s) 0 Month(s)

Highest Degree: B.Tech/B.E. [Computers]

Key Skills: Delivery Manager,Project Manager-IT/Software,Project Management,Stakeholder Management,Vendor Management,L2 Production Support,Incident Management,Problem Management,Change Management,C,Siebel CRM,Java,.Net,SQL Server,JIRA,Confluence,TWS,Control-M

Verified : 📞 Phone Number | Email - id

Last Active: 23-Jan-21   Last Modified: 23-Jan-21

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Summary

Result-oriented Professional with 11 years of experience in IT Project Management,Stakeholder Management,Vendor Management,Production Support,Incident Management,Problem Management,Change Management,C Language,Siebel CRM,Java,.Net,SQL Server,JIRA,Confluence,Postman,Control-M.

Work Experience

⦿ **TECHNOPALS PTE. LTD.** as Application Technical Support Engineer - Delivery Manager -IT
Apr 2019 to Till Date

UOB SG Contact Center - Structured Chatbot
Structured Chatbot is a self-service channel for customers that helps to answer their frequent queries like account balance, recent transactions, chat with live agent instead speaking to the contact center agent.
Customer calls UOB Hotline then IVR offers an option to customer for self service via chat, upon customer choosing this option an SMS will be sent to the registered mobile with the web chat link.
Customer initiates the web chat link and go through the captcha authentication then IW chat workflow provides following options for self-service
Account Balance
Recent Transactions
Card Activation
Overseas Card Use
Rewards Redemption
Credit Card Fee waiver
Chat with us
Development and SIT phase testing until SIT sign of is under vendors scope.
Coordination with Vendors/Different teams as below
Vendor for Code and SIT testing,
SIS Infra team for server setup and software installation,
ID-Admin team for ID's creation,
ISTOA Team for Access permissions,
Database team for database setup RHEL 7.6 and MS SQL 2012 standard edition,
Control-M admin team for control-M Agent installation and configuration,
OJS team for one-time jobs scheduling as and when required.
Business users on the requirement achievement and functionality of application.
Firewall Team for application specific ports to be opened
Collaboration team for the DNS registration
EMS Alerts team for BMC alerts on exceptions being monitored from logs.
Storage team for storage increase and mount point creation.

Upon Servers setup by Infra team for Chatbot we have Windows/Linux, IIS for windows and Jboss for Linux servers.
Servers are separated as Enterprise Zone and E-commerce Web/App/Integration Zones to Active (ADC)/Passive (TDC).
Creation of all the required User ID's (Application owner/Support ID's) and access permissions for SIT/UAT/PROD environments.
All the software requirements for application jdk1.8.0_211, Control-M workload Automation agent, Aldon migration agent, Netbackup configuration.
Folder creation and Access rights permissions to the folder.
Configuration of the servers with Control-m and Aldon for Code migration.
Windows services creation for all the required components pertaining to application.
Upon receiving the code from Vendor, files can be .dll, .config, .json, .properties.
Myself will deploy the code to SIT through Aldon as per UOB guidelines then stop/start the services, coordinate with the SIT testing vendor to action on the testing phase.
Follow up and meetings on the defects and JIRA as and when required.
Upon SIT sign off endure all the application specific ports are opened, access permissions, windows services for all required components, installations, configuration and setup is ready then migrate the code to UAT stop/start the services.
Coordination with the users on UAT testing follow up and meetings on the defects and JIRA as and when required.
Work with firewall team to open all the application specific ports as per vendor confirmation.
To avoid mundane tasks like raising a CRQ to stop/start the services was able to setup control-M jobs to housekeep the logs, stop/start the service.
Deployed operatormenu.sh script in Linux servers to stop/start/restart jboss.
Upon UAT Sign-off ensure application go live is smooth and as per the UOB guidelines according to the Change management process.
After Application go live successful 2-3 months of maintenance under my scope then handover to Application L2 Support team.
Performing the initial investigation for the tickets raised by verifying the logs and engaging the L3 team(Vendor) if required further troubleshooting and investigation taking forward until the resolution.

- **IBM Singapore Pvt. Ltd.** as Application Support Engineer
Aug 2014 to Mar 2019

UOB SG - Wealth Management System - EMAIL API
UOB TH - RIMS - SMS
Project: Dec 2017 - Mar 2019
Application Production support for Telephony/Voice Applications TMAC, TMC, OCM, IVR, Autodialler and EQMS (Enterprise Queue Management System).
Second level support for call center applications used by the client DBS, this includes liaising with 3rd party vendors.
Provide day to day production support if required troubleshooting the production issues.
Support of non-production environments such as SIT and UAT, which includes setup of new projects, as well as conducting unit testing when required.
Manage BAU maintenance green zone activities for all the applications, OS, DB coordination with infra and DBA teams as well as 3rd party vendors support.
Coordination major BAU activities such as power shutdowns and DR Drill between different tech teams, LOB's, Change Management, Incident Management, Problem Management, Governance team and business users to ensure smooth execution.
I have been supporting the Applications EQMS, TMAC, TMC, OCM, IVR, Autodialler for digibank Indonesia, SG, HK which includes BAU production support investigating the issues raised by the TMAC users troubleshooting simultaneously working with the next level, coordination until the resolution.
Raising CR as per the DBS guidelines, coordination with the Business Users on the switching the agents during the deployment until Live Verification sign off.
Performing the SIT and UAT testing for the fixes, users to be able to receive chat, concurrent chats, to be able to transfer chat, to be able to receive call and transfer call to another agent, verifying the agent profile settings in OCM, monitoring the TMAC agents logged in TMC and web services to be shown in TMC and Restart of services as and when required.
Verifying the TMAC Server logs, Textchat Server logs, TMAC Console logs.
Complete knowledge on TMAC functionality on voice calls and chat, Multiple chat windows, concurrent chats, Avaya Communication Manager, CM line appearance, details of customer on I-Serve pop up window.
OCM the administrative tool on tagging a CSO to the group or team, assigning skills, Agent profile Configuration setting, report generation and download the required reports.
Knowledge on IIS Web server, Application Pool, Webservices, JSON, REST API's, ELK (Elasticsearch, Logstash, and Kibana).

Project: May 2015 - Nov 2017
DBS INTR(Intranet), CCRWD (Credit Rewards), SPDR (Share point), VLIB (Virtual Library) Applications Production Support.
Provide Day to day production support based on the agreed service levels.
During my tenure with the production support role in Application Maintenance have achieved profound knowledge on BAU Support.
Communication with the Clients, Business Users, Governance and different teams.
Implementing the changes in production according to the planned tasks and schedules.
Regular weekly meetings on BAU
Maintained consistency in resolving the SL4 issues.
As a sharepoint admin version 2010 am responsible for the following roles
Create site collections
Manage site collections and global settings
Assign site collection administrators to manage site collections
Manage site collection storage limits

Manage SharePoint Online user profiles
Permissions management, Creating user manuals, Conducting users training,
Familiar with IIS webserver, Application pools, Web sites, Virtual directory, IIS
logging, Windows services management.

- **IBM India Pvt. Ltd.** as Sr. Technical Analyst
Nov 2009 to Jul 2014

Project Description: Jan 2012 - April 2015
Customer Name : DBS GROUP HOLDINGS LTD
Project Name : BLUE WHALE
Team Size: 7 Members 2 Onsite and 5 offshore
Role: Package Solution Consultant: Siebel Configuration (Involved in Development and
Support Activities)

Responsibilities:
Involving in Development and support activities in Siebel
Monitoring Production Jobs Daily and Recovering abended jobs immediately
Involving in Complete Testing cycle
Resolving Production Tickets in time
Developing LOVs in Production timely
Working on srf migration in DEV, SIT and UAT environments according to IBM
standards.
Import data into Siebel Base Tables through Siebel EIM Process
Delete data in Siebel Base Tables through Siebel EIM Process.
Raising CRs for any Production Level changes according to IBM
standards.
Handling the inflow of tickets raised by the users responding them
back with appropriate required details and successfully resolved tickets before SLA
breach.
Identifying and fixing the bugs for tickets which need srf change and promoting them
to the production through standard promotion process.

Project Description: Nov 2009 - Dec 2011
Joined IBM as a Sr. Technical Analyst into a project called AT&T.
*Networking concepts troubleshooting with wireless, Virtual private networking (VPN),
ADEX domain and exchange server migration, Microsoft outlook email, software
installations, working on applications AOTS which is the main Application for the
Account AT&T.
*Attended training sessions for Siebel CRM.
Responsibilities: SME and Floor Support for the new agents, Department of Handling
Escalations for different issue technical wise.

Education

UG: **B.Tech/B.E. (Computers)** from **Padmasri Dr BV Raju Institute of Technology, Hyderabad** in **2009**

IT Skills

Skill Name	Version	Last Used	Experience
C Language			
Siebel CRM			
JAVA			
.NET			
Microsoft Share Point Administration			
Microsoft SQL Server			
BMC Remedy			
Manage Now			
Service now			
IChamp, Maximo			
Jira, Confluence			
Postman, WinSCP, Putty			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Expert	✔	✔	✔
Telugu	Expert	✔	✔	✔
Tamil	Beginner			✔

Affirmative Action

Physically Challenged: No

Work Authorization

Countries: Singapore

Job Type: Permanent

Employment Status: Full time

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