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Souvik Chowdhury  

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Application Operation Engineer, Production Support Identity & Access Management seeking role in Application Support, Requirement Gathering, Bug Tracking, Stakeholder Management, Unix Shell Scripting, Client Relationship Management, Javascript, JIRA, Html5

Current Designation: Application Operation Engineer, Production Support Identity & Access Management

Total Experience: 3 Year(s) 6 Month(s)

Current Company: Tata Consultancy Services Private Limited

Notice Period: 3 Months

Current Location: Bengaluru / Bangalore

Highest Degree: B.Tech/B.E. [Information Technology]

Pref. Location: Bengaluru / Bangalore, Kolkata

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Application Operation Engineer, Production Support Identity, Access Management, Tech Support Engineer, Application Support, Requirement Gathering, Bug Tracking, Stakeholder Management, Unix Shell Scripting, Client Relationship Management, Javascript, JIRA, Html5

Verified:  Phone Number | Email - id

Last Active: 3-Nov-20

Last Modified: 3-Nov-20

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Summary

TCS Internal ITIL Certified Professional, offering 3.5 years of rich experience in Application Support
Experience in implementation for enterprise wide solutions with alignment of business/ information systems; effective in delivering technology-driven/ mission-driven/ product solutions using cutting edge technologies
Hands-on experience in UNIX, Shell Scripting
Experience in working with Bootstrap, JavaScript, html5, Java
Expertise in concepts of end-to-end planning & implementation which includes scope management, activity sequencing, risk analysis, and quality management
Worked on Configuration, Alerting, Monitoring of and from Dynatrace and Mibgsoft with servers in cloud platform
Excellence in managing various complex software & application issues through mapping of requirements, customized design solutions and troubleshooting

Work Experience

Tata Consultancy Services Private Limited as Application Operation Engineer, Production Support Identity & Access Management
Jul 2016 to Till Date

Domain: Banking and Finance

Client: American Express

Growth Path:

Aug'16-Jan'18 as Application Support Engineer - Enterprise Command Center | Level-01

Since Feb'18 as Application Operation Engineer & Production Support -Data Protection | Identity & Access Management | Single Sign On | Level 02

Key Result Areas: (as Application Operation Engineer & Production Support -Data Protection | Identity & Access Management | Single Sign On | Level 02)

Translating customer's information security requirements into respective technology solution; steering security architecture review and assessments for business and technology change requests

Performing root cause analysis using Dynatrace, Splunk, and providing post-resolution reporting for high severity incidents; resolving login issues by scrutinizing Server & Application Logs, isolating missing web reporting data and correcting daily reporting process and job errors

Troubleshooting & debugging using log files from policy server logs, web agent logs, trace logs error and access logs; resolving problem in operation glitches, data feed timing issues, Web Sphere set-ups

Working with bank transaction monitoring programs in assisting regulatory issue such as fraud and money laundering; setting up data feed scheduler, work with tasks on schedule



Important

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Collaborating with different Project Management Teams; supporting applications, revising, updating, creating and improving stored procedures and providing documentation as required, including root cause analysis Automating processes in IT Maintenance and business operations using Shell Scripting, distributing availability and performance analysis reports (KPI); participating in disaster recovery planning & monitoring by testing applications on multiple servers to ensure the servers can handle the applications and the applications are mirrored on each server

Verifying information through regular audit reporting, identifying bugs at different ports, processes, protocols in Windows and Linux Servers, resolving the same to maintain great Application Portfolio without any escalation, meeting client provided SLA on-time

Communicating with the clients to obtain an understanding of their environment, challenges, escalation processes and apply that information to support all the applications

Identifying and escalating issues, tickets with the migration to ensure they are addressed and resolved using ServiceNow; deriving and tracking action items using JIRA to ensure the project is completed on-time and with minimal downtime to the client; ensured all customer sites were up and running by utilizing proactive monitoring tools, this increased customer uptime to 95%

Working with stakeholders across the country to gather requirements for new systems and reports

Diagnosing and correcting all software code issues for software written in HTML, JavaScript and Java, installing all patches and upgrades, creating monitoring, automation, metrics and utility scripts using Shell, JavaScript and Java, testing client custom dashboards, monitoring real time Data Script Workflow, setting thresholds, enabling, disabling and removing applications and conducting performance monitoring and troubleshooting

Resolving user tickets for front-end issues, processing daily and weekly reporting logs which provides valuable process improvement information, completing all client provided trainings

Key Result Areas: (as Application Support Engineer - Enterprise Command Center | Level-01)

Worked closely with the Scrum Master and peer Engineers in completing day-to-day tasks and challenges, managed inbound technical inquiries effectively through the use of proactive monitoring tools and call control techniques and proven technical troubleshooting procedures; confirmed detailed system configuration and problem description

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Education

UG: **B.Tech/B.E (Information Technology)** from **West Bengal University of Technology, Kolkata** in **2015**

Other Qualifications/Certifications/Programs:
Basic Android Certification
Internal ITIL Certification

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IT Skills

Skill Name	Version	Last Used	Experience
UNIX, Shell scripting			
BOOTSTRAP, JavaScript			
html5, Java, Android, Splunk			
CA-Wily, Sitescope, Gomez			
serviceNow, JIRA			
Confluence and JWT			

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Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Bengali				

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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