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**Nitin Aggarwal**





Production Support Operation Analyst /Shift Lead, Exchange Programmatic Trading ,Technical Support, Java Enterprise Business Applications.

Current Designation: Senior Manager	Total Experience: 10 Year(s) 0 Month(s)
Current Company: Rishabh Software	Notice Period: 15 Days or less
Current Location: Pune	Highest Degree:
Pref. Location: Delhi / NCR,Gurgaon,Noida	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: production support shift lead,technical support,sla management,problem management,product support,java,oracle dba,docker,git,jenkins,puppet,devops,itiil process,Application Support,SQL, Linux System Administration,Groovy	
Verified :  Phone Number   Email - id	

Last Active: 27-Nov-20

Last Modified: 27-Nov-20

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## Summary

9 Years+ of proven work experience in Information Technology Industry in managing internal and external clients in Application and product support operations across the globe.

Key Area of Expertise include but not limited to handle large teams by developing excellent relationship among team members, promote the culture of automation to reduce effort hours.

Excellent skills in Teamwork, Leadership and Communication, having strong Initiative skills, worked both independently and as part of a team.

Vast experience in Managing 24\*7 L1/L2 Operations supporting Clients in all Geographical location including but not limited to Northern/Latin America/Europe/Australia/Asia and Middle East.

Leading the whole shift along with Dev/QA and UMT support personal to deliver the required services.

Mentor/coach other technical support engineers (L1+L2+L3).

Proven record of putting the customer first, going the extra mile, and doing what is right.

## Work Experience

### **Rishabh Software** as Senior Manager Mar 2020 to Till Date

As a Senior Operation Analyst

Troubleshooting of the complex issues and provide a workaround if possible.

Maintain a record of the major activities happened on the multiple instances of application servers.

Handle Major incidents, triage them, help in finding the resolution by providing insight and support from the relevant team.

Conduct root cause analysis and suggest the approach to minimize single point of failure.

Collect operational Stats, find relevant pattern on the resource and operation level by which efficiency can be increased.

### **Gspann Technologies** as Production Support shift lead Jan 2016 to Feb 2020

Whisk Pvt. Ltd (GSPANN) [ Jan-2016 to Feb-2020]

Role : Production Support Shift Lead

Duration : Jan 2016 to Feb-20

Project : Macys, Bloomingdales/STARS

Domain : Ecommerce

Technologies : Automation, SSP UI, Programmatic Platform, Exchange, Java, Linux, Oracle

Responsibilities

To ensure prompt addressing of any Client query within defined SLA thresholds.

To ensure team adhere to incident management process, especially all high severity incidents are followed with defined guidelines



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

#### General guidelines.

To maintain and promote the culture of innovation in team, team has developed many scripts which has made workload reduced by at least 20 %  
for team and allowed team to get involved in more L2/L3 activities rather than be involved in repeated monitoring tasks.  
Leading the bridge for High severity incidents irrespective of daytime, working as a third escalation path after Lead, helping team in finding root cause of issues wherever needed by looking at Java Exceptions/logs/Unix Scripts.  
Reviewing confluence at regular intervals - This includes SOP, Support Plan, and Incident Management doc for High Severity issues, Operation Manual and knowledge confluence.  
Accountable for managing the allocated process in relation to the Trust's defined ITIL framework.  
Overall responsible for managing the processes and reporting on performance against targets.  
Ensure that detailed documentation is produced and maintained for all systems and interfaces.  
Adhere to release plan for various interface level changes Weekly/Monthly, IR (Internal Release) & ER (Enhancement Release)  
Managing new implementations, integrations, upgrades and additional features, including supervision of projects being delivered by members of the Application Support team.  
Managing the team roster. Responsibility includes managing shift/leave plan to ensure no gaps in support.

#### ■ Hewlett Packard as System Admin May 2013 to Dec 2015

Role : System Admin.  
Duration : May 2013 to Dec 2015  
Project : Mobily (Saudi Arabia), Telstra (Australia), T-Mobile (U.S.A)  
Domain : Telecom  
Technologies : OS: SuSE-release-Linux, Database: Oracle, Application: Java based

#### Responsibilities

Managing shift/leave plan to ensure no gaps in support.  
Manage UAT and production Implementation.  
Planning KT session across different teams.  
Interact with infrastructure, release management, change management, QA, DBA and application teams.  
Prioritize issues raised and resolve it accordingly  
Report promptly to management and business partners regarding critical outages until resolution  
Reviewing documents for any new change - Implementation Plans, Run Books, DRR (Deployment Readiness Review), ORC/ORT (Operational Readiness Checklist/Testing Review) and Issue book.  
Managing new implementations, integrations, upgrades and additional features, including supervision of projects being delivered by members of the Application Support team.  
Working proactively with the team to reduce LOE of repetitive task.  
Delivering the work as per benchmark with quality standards and consistently exceeding client expectations.  
Ensuring timely deliverable before deadline.  
Release Management and Performance Improvement Audits.  
Incident Management and ad-hoc requirements from users.  
Deriving Support related call/meetings.

#### ■ Suntech Web services Pvt. Ltd as Support Tech Lead Jul 2011 to Apr 2013

Suntech Webservices Pvt Ltd. [July 2011 to April 2013]

Role : Level-I Production Support Engineer  
Duration : July 2011 to Apr 2013  
Project : Neustar (Comcast + TWC + Charter) - U.S.A  
Domain : Telecom  
Technologies : OS: Linux, Database: Oracle, Application: VB.net/Java

#### Responsibilities

Performed UAT and production Implementation.  
Involvement in issue debugging and fixing.  
Participation in bug review meeting with project manager/QE and Dev team.  
Attend ticket/issue discussion with customer.  
Lead UAT and production Implementation.  
Planning KT session across different-2 teams.  
Designing system health report and get these implemented on production.  
Lead team to automate System and application health report.  
Working proactively with the team to reduce LOE of repetitive task.  
Audit of bugs/issues via ticketing system, investigate further if required until closure.  
Manage shift in absence of Shift manager.  
Doing L2 level investigation on issue reported by Level 1 team or Client.  
Publish Incident update/ICARCA  
Involved in UAT testing at various stages.  
Working proactively with the team to reduce LOE of repetitive task.  
Ensure issue investigated or escalated to next level within defined SLA.  
Preparing System and Application Health check report.  
Doing L1 level analysis on issue reported.  
Involved in logging the Defects, Defect Reporting and Tracking.  
Preparing the Daily status Reports & Weekly Status Reports etc.

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## Education

UG: B.Tech/B.E. (Computers) from Pune University in 2011

PG: in 0

Other Qualifications/Certifications/Programs:  
ITIL Certified

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## IT Skills

## II. RESULTS

Skill Name	Version	Last Used	Experience
ORACLE, MYSQL			
SQL/PLSQL, Shell Scripting, JAVA, HTML,			
JavaScript			
JIRA, Tick-Track, BMC Remedy			
GIT	0	0 Year(s) 0 Month(s)	
WEB SERVICES	2020	0 Year(s) 0 Month(s)	

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## Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✔	✔	✔
Hindi	Proficient	✔	✔	✔
Punjabi	Proficient			

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## Projects

- Project Title: **Programmatic Exchange (Trading)**  
Client: **JCDecaux Advertising (VOOH - U.K)**  
Nature of Employment: **Full Time**  
Project Location: **Pune**  
Role: **Other**  
Project Details: **SSP UI, Automation, Exchange Trading with DSP through RTB with different Media Owners and DSPs.**  
Duration: **Mar 2020 - Till Date**  
Onsite / Offsite: **Offsite**  
Team Size: **26**
  - Project Title: **STARS**  
Client: **Macy's**  
Nature of Employment: **Full Time**  
Project Location: **Gurgaon**  
Project Details: **Production Support Shift Lead, Team Lead/Tech Lead, System Administration, Incident Management, Technical Support, Change Management, Application Management, UMT Support, SLA Management, Project Management, Problem Management, Product Support. MYSQL, HTML, Java**  
Duration: **Jan 2016 - Feb 2020**  
Onsite / Offsite: **Offsite**  
Team Size: **22**

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## Affirmative Action

Category: General  
Physically Challenged: No

## Work Authorization

Job Type: Permanent  
Employment Status: Full time

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