



RUBY JAIN

Project Engineer seeking roles in IT Project Management, Requirement Gathering, Solution Designing, Troubleshooting, Technical Support, Release Management, Software Configuration Management, Change Management, Incident Management, SLA Management

Current Designation: Project Engineer - IT Project Management	Total Experience: 4 Year(s) 2 Month(s)
Current Company: Wipro Limited	Notice Period: 2 Months
Current Location: Mumbai	Highest Degree: MCA [Computers]
Pref. Location: Bengaluru / Bangalore, Mumbai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Project Engineer, Tech Support Engineer, IT Project Management, Requirement Gathering, Solution Designing, Troubleshooting, Technical Support, Release Management, Software Configuration Management, Change Management, Incident Management, SLA Management	
Verified : Phone Number Email - id	

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Project Engineer with 4 years of experience.

WIPRO LTD. - 19th December, 2016 - Present

Provide overall strategic and operational direction to an organization's technological (hardware, networking and software) planning, academic planning and implementation of various new concepts.

Analysing new technologies, and the efforts leading to improved services and technical support to the organization's entire schemes.

Work Experience

Wipro Limited as Project Engineer - IT Project Management
Dec 2016 to Till Date

Project Name - CITI CCO DEPLOYMENT MANAGEMENT

Client - CITI BANK (United States) - Citi bank is the consumer banking division of financial services multinational Citigroup. Citigroup is the third largest bank company in the United States by total assets.

Role - SCM Administrator, Tool Administrator, Build & Release Engineer

About Project - The purpose of the project is to manage end to end Deployment activities/processes for different applications. Also to maintain and take care of all critical servers, environments like UAT, PROD etc.

The other purpose of the project is to manage and automate Deployment/release process of some of the applications which contain many manual activities/processes.

Team size - 15

Runtime/Environment - Unix/Windows platform

Key Responsibilities Handled

Established continuous integration (CI) practices. Setup Jenkins server and build jobs to provide continuous automated builds based on polling the GIT source control system during the day and periodic scheduled builds overnight to support development needs using Jenkins, GIT

Performing package and release deployments using tools and scripts on UAT as well as PRD environments

Incident determination and resolution on a 24x7 basis

Managing, planning, scheduling and controlling package deployment through different stages and environments

.Review and approve RFCs for different project as a part of cab for Configuration & Distributed systems.

Strong background working with cross-functional teams in the change & release management areas. Part of the larger cross-disciplinary field of software configuration management in banking sector

Ensuring the process control manual of our project is up-to date by skimming away obsolete processes and reckoning new processes.

Debugging build failures, coordinating with developers and testers to resolve related issues. Given knowledge transfer to newbies in the team.

Working on daily, weekly and monthly reports and sending it to Wipro and Citi management and present WSR and SDR



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to clients.
Co-ordinate and handled major cutovers which is being held every month EMEA and APAC regions
Udeploy Application process maintenance support as Admin
Work on udeploy request, change & incident raised by user within SLA
Set-up PROD & COB environment for application resource, agent and component for users
Troubleshooting and providing correct deployment and version import resolution to user

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Education

UG: **BCA (Computers)** from **KIIT University, Bhubaneshwar** in **2012**
PG: **MCA (Computers)** from **Silicon Institute of Technology, Bhubaneshwar** in **2015**

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IT Skills

Skill Name	Version	Last Used	Experience
UNIX/Windows			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Odia				

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Affirmative Action

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

Work Authorization

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

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