



Pawan Kumar Nigam



ITIL, Assistant Consultant, Seeking roles in IT Project Mgmt, Production Support, Requirement Gathering, Application Maintenance, Requirement Analysis, Application Support, SQL, XML, PL/sql, Unix Shell Scripting, Oracle, Sybase, DB2, Service Now, Putty, Autosys

Current Designation: Associate Consultant Total Experience: 12 Year(s) 0 Month(s)
Current Company: Tata Consultancy Services Notice Period: 3 Months
Current Location: Pune Highest Degree: MCA [Computers]
Pref. Location: Pune
Functional Area: IT Software - Application Programming / Maintenance
Role: Team Lead/Tech Lead
Industry: IT-Software/Software Services
Marital Status: Married

Key Skills: assistant consultant, team lead/tech lead, it project mgmt, production support, requirement gathering, requirement analysis, application support, sql, xml, pl/sql, unix shell scripting, oracle, sybase, db2, service now, autosys, itil

Verified: Phone Number | Email - id

Last Active: 15-Dec-20

Last Modified: 15-Dec-20

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Summary

11+ Years of experience in the IT industry. 11 Years in application support and Project management for Banking and Financial Project.

Managing a team of 12 people globally, 8 people in Pune, 1 in Singapore, 2 in London and 1 in US. Working as Portfolio lead in TCS for Barclays capital client, Earlier worked as operation manager of Post Execution Processing Team in TCS for Morgan Stanley client since Dec 2014 till Dec 2016.

Worked as Onsite Co-ordinator of Post Execution Processing (PEP) in London and Mexico.

Expert in Application Support in Investment Banking & Finance with experience in UNIX, Shell Scripting, DB2 and Sybase technologies.

Have Expertise in Equity and Fixed Income Division for Morgan Stanley. Currently working in Fixed Income Security settlement for Barclays capital.

Strong technical skills, excellent interpersonal communication skills and project management skills, with ability to adapt to new processes and environment proficiently.

I am a PMP aspirant.

Work Experience

Tata Consultancy Services as Associate Consultant
Feb 2007 to Till Date
production support, portfolio lead

Tata Consultancy Services as Assistant Consultant-Application Support
Feb 2007 to Feb 2007
Jan 2017-Till Now (Portfolio Lead-Barclays Capital), Pune
Managing a global team of 12 (8 people in Pune, 1 in Singapore, 2 in London and 1 in US)
Monitor SLA compliance and review compliance report
Review and Publish Weekly and Monthly operational reviews
Ensure process and service level compliance across levels
Present weekly and Monthly Operational deck.
Team building

Dec. 2014 - Till Dec 2016. (Operations Manager- Morgan Stanley), Pune



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.

Role and Responsibilities:-

Managing a global team of 16 (12 in Pune Offshore team + 4 in Mexico Near shore) associates.
Monitor SLA compliance and review compliance report and causal analysis with Service Delivery Manager
Review and Publish Weekly and Monthly operational reviews
Schedule and Conduct Monthly Governance reviews
Assist the Shift Lead in ensuring delivery of agreed policies and procedures
Ensure process and service level compliance across levels
Present weekly metrics packs
Review and Analysis the trends and derive the areas of improvement for the team
Competency assessment for Shift Leads
Ensure team have relevant accesses as a part of BCP preparedness
Respond to all service escalations in a timely manner
Ensuring capacity management, new application Onboarding and Service Now dashboards are constantly updated.
Shift coverage planning
Oversee management of shifts by Shift Leads and Team Members
Perform random audits to monitor compliance to Operational Procedure Document
Review, Analyse and recommend the automation opportunities with TCS and Morgan Stanley Leads
Team building and evaluation (career planning for resources, performance evaluation, promotion recommendations, motivation)
Accountable for highlighting any service delivery issues to Client management and working with them to resolve them
Responsible for attending governance meetings with the Client management and providing periodic status updates
Accountable for proper capacity utilization and resource allocations within the team

Aug. 2013 - Nov 2014, NearShore Deputation in Guadalajara (MEXICO)

Role and Responsibilities:-

Helped in training and setting up a new team in Guadalajara (Mexico), by providing exhaustive training sessions on various applications that the team supports and provided on the job trainings to the new hires.

Interface daily with Front Office and Middle Office; there is considerable exposure to the trading desks and a key requirement is to build strong user relationships.
Proactive management and monitoring of our environment, together with extensive problem identification, ownership, resolution or escalation.
Managing significant system outages, directing activities of all development and infrastructure teams to resolve serious production issues.
Identify improvements to system behaviour, control tools and to monitoring tools.
Monitor SLA compliance and review compliance report and causal analysis with Service Delivery Manager
Review and Publish Weekly and Monthly operational reviews
Knowledge Base: Review & Upload Knowledge Article / Fix-logs in knowledge management tool. Touch base with next level of support for clarifications pertaining to Knowledge Article / Fix-logs/Twikis.
SNOW Tickets: Accountable for raising SNOW Tickets to support groups by highlighting unclear/ambiguous/incorrect Knowledge Article / Fix-logs. Track the open SNOW tickets on a daily basis.
KM Usage: Accountable for ensuring usage of Knowledge articles by team members during the shift. Carry out weekly random checks on proper KM usage by team members.
Knowledge Article / Fix-log Review: Accountable for ensuring proper Knowledge Article / Fix-log hygiene in existing Knowledge Article / Fix-logs used by the QAPM support team

Feb. 2012 - July 2013 , Morgan Stanley, Pune (Operations Manager)

Role and Responsibilities:-

Managing a global team of 12 (9 in Pune Offshore team + 3 in Mexico Near shore) associates.

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Education

UG: **B.Sc (Physics, Chemistry, Maths.)** from **Awadesh Pratap Singh University, Rewa** in **2002**
PG: **MCA (Computers)** from **Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV), Bhopal** in **2006**

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IT Skills

Skill Name	Version	Last Used	Experience
UNIX, Linux , Windows 2007			
C++, C, SQL, XML, sql, pl/sql			
Unix Shell scripting, Oracle 11g, Sybase			
Jira, Twiki, QWEST, Service Now			
Socketeye , Watchtower, Batch mon plus (bmp)			
Putty, Autosys.			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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