naukri.com
India's No.1 Job Site

Sales Enquiry/Helpline
1800 102 2558 | +91 9818882211

Email | Print

ARIVAZHAKAN PALANISAMY Featured

Senior System Analyst seeking roles in Project Management,IT Operations,Incident Management,Production Support ,Service Management,Configuration Management,Software installation,Asset management,Global Access Management,Python,UNIX,C++, J2EE,TIBCO

Current Designation: Senior System Analyst

Current Company: Emirates Telecommunications Corporation

Current Location: United Arab Emirates

Pref. Location: United Arab Emirates (UAE),United Kingdom (UK),United States (US)

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: Telcom/ISP

Marital Status: Married

Total Experience: 25 Year(s) 0 Month(s)

Highest Degree: MS/M.Sc(Science) [Statistics]

Key Skills: Senior System Analyst,Project Management,IT Operations,Incident Management,Production Support,Service Management,Configuration Management,Software installation,Asset management,Global Access Management,Python,UNIX,C++,TIBCO (EAI),J2EE

Verified : Email - id

Last Active: 22-Jan-21 Last Modified: 22-Jan-21

Jump to Section Work Experience | Education | IT Skills |

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.

Summary

IT professional, offering over 25 years of experience in Operations, Team Management, Computing Application Architecture, Design, Development and Business Application Operation Support of Enterprise Applications & Integration using TIBCO Middleware Messaging and TIBCO EAI products; domain expertise in Telecom
Experienced in TIBCO Administration, TIBCO Business works, TIBCO Enterprise Message Service, TIBCO iProcess, TIBCO Hawk, TIBCO Software installation and upgrade in SOLARIS and UNIX
Recognized for managing high pressure missions, innovating and implementing solutions in complex projects and critical deliveries; bagged Best Employer Award in Service Fulfilment Team
Familiar with Python Programming, Artificial Intelligence, Machine Learning & Deep Learning 5G Mobile Networks / Software Defined Networking and OpenFlow ensuring that the goals of the Incident/Change/Problem Management process are achieved; restoring normal service as soon as possible
Skills in SDLC including Design

Work Experience

- **Emirates Telecommunications Corporation** as Senior System Analyst
  Mar 2007 to Till Date

  Growth Path:
  Mar'2007 - Dec'2011 as Software Specialist / Middleware, Abu Dhabi
  Jan'2012 - Aug'2017 as Administrator, Abu Dhabi
  Aug'2017 - till date as Senior System Analyst (In-Charging & Integration Operations Support), Sharjah
  Key Result Areas:
  Managing all aspects of IT Operations including Service Level Management, Compliance (Systems Operations), Back-up
  Management & Contingency Planning, IT Asset Management and IT Infrastructure Support
  Monitoring SOP validation; marinating KPIs by avoiding Service Fulfillment rejection; preparing daily report with analysis, governance call-weekly / bi-weekly on all the projects
  Playing a key role in recruiting, training, performance management, employee development & engagement; motivating & training
  team to achieve smooth functionality of operations
  Managing weekly deployments and releases for the Service Fulfillment System

Conducting regular meeting with stakeholders to understand on the project updates, metrics reporting; delivering support tasks
& ad-hoc activities
Resolving Customer Complaints / Tickets / UCMS / SD and maintaining the KPI
Spearheading end-to-end Production Support and Maintenance project activities to provide excellent support to internal and
external clients
Identifying issues & risks in a timely manner; developing / implementing appropriate mitigation & contingency plans
Improving software deployment to ensure iterative releases and rapid deployment of updates to the customers across all the
platforms; defining application support standards and processes and writing the related documentation
Coordinating with cross-functional teams for critical issue resolution on a regular basis, resolving client escalation and high-priority
cases; providing solutions of client queries on the application via calls, email, chats thereby resulting in achievement of customer
satisfaction matrices
Supervising high severity incidents to ensure service availability with minimal delay and working towards ensuring smooth
operations of the infrastructure environment
Following & implementing policies & procedures for disaster recovery and data archiving to ensure effective protection and integrity
of data assets
Providing post-implementation, application maintenance and enhancement support and problem solutions
Key Result Areas: (Administrator)
Deployed 500 Plus TIBCO BW in various domains and Work Force Management (WFM) system
Released 100 Plus TIBCO iProcess Procedures for Work Force Management (WFM) Systems
Maintained and supporting the systems under Service Fulfillment Domain / In-Operation & Support
Resolved rejected messages for GSM/IN/PSTN/TOLL Free/BBNET/IPCONNECT services; coordinated with cross-functional teams
to maintain operational KPIs
Analyzed root cause of rejections and got them resolved in TAT; managed the migration of SYMSOFT to OPENMIND for SMSC
Provided operational support for network/planned/un planned outages
Prepared scripts and gave configuration details to the Service Assurance Center Team for alarm configuration
Spearheaded many Reconciliation Projects between Networks Element and Systems
Key Result Areas: (Software Specialist / Middleware)
Played pivotal role in development of TAP 3.11.12 Roaming System; maintained & supported the same
Converted CDR call logs into TAPOUT & TAPIN files and submitted to the data clearance center; sent it to billing system as
required
Coordinated with EDCH for the TAPIN and TAPOUT and call disputes for the customers
Contributed in development of Web Services and other interfaced applications like for e-Shop Application and CBCM system

- **Wipro Technologies (I) Ltd** as Technical Lead
  Oct 2006 to Dec 2006

  Project: H3G, UK Client
  Contributed in the high level designing

- **Ness Technologies (India) Ltd.** as Software Engineer
  Feb 2004 to Mar 2006

  Project: Portal TelcoOne Integrator for Siebel eCommunication For Portal
  Environment: Sun Solaris v2.6, Windows NT, TIB/Business works 5.2, Siebel 7.7, UAN 4.1 and TIB/SmartMapper 5.1.3
  Project: Simulation Of SONET (SOS)
  Environment: C++, GTK-- under Red Hat Linux 7.0
  Project: Simulation of Telephone Switching System
  Environment: C++, GTK-- under Red Hat Linux 7.0
  Project: Universal Studio's Theme Park for PDA's and WAP phones
  Environment: WML, Nokia WAP Toolkit 2.0, WAPLite under Windows NT Server 4.0
  Project: WAP Online Shopping
  Environment: WML, Java servlets Under Windows 98, Nokia WAP Toolkit 2.0, WAPLite gateway, Apache Web server
  Project: Computerized Video Kiosk
  Environment: Visual Basic 6.0 under Windows 98, MS-SQL Server
  Project: Time and Attendance Monitoring System
  Environment: C under SCO UNIX System V Release 3.0ss

^ Back to Top

Education

UG: **B.Sc (Statistics)** from **Bharathidasan University** in **1992**

PG: **MS/M.Sc(Science) (Statistics)** from **Madras University** in **1994**

^ Back to Top

IT Skills

Skill Name	Version	Last Used	Experience
SCO UNIX System V Release 3.0			
Red Hat Linux 7.1, Sun Solaris V5.1			
MS-DOS 6.22, Windows 2000			
WIN NT			
C, C++,Java and J2EE			

TIBCO Administrator 5.6
TIBCO Business Works 5.7.2
TIBCO iProcess 11.2
TIBCO Hawk 5.6, UAN 2.0/4.1
Smart Mapper 5.1.2
XML, XSD, Web Services, SOAP
TIBCO Enterprise Message Service 6.0
Siebel 7.7, Siebel Tools 7.7
SQL Server 7.0
Rational Rose 2000, GTK+, GTK
OOAD, UML
TCP/IP, X.25, ATM, SS7, SONET/SDH
ISDN, Frame Relay, GSM, WAP
Bluetooth, VOIP, 3G

^ Back to Top

Languages Known

Language	Proficiency	Read	Write	Speak
english	Proficient	✓	✓	✓
Tamil	Proficient	✓	✓	✓

^ Back to Top

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

^ Back to Top

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.