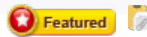Email | Print

## IMMANUEL SAMSON S.P. ⭐ Featured

Team Lead seeking role in Project Management,Application Development,Production Support,Quality Management,IT Service Delivery,Software Development Life Cycle,Software Testing,Agile Methodology,ITIL 4 - ITSM, People Management, Portfolio Management.

Current Designation: Team Lead
Current Company: Infosys
Current Location: Chennai
Pref. Location: Bengaluru / Bangalore,Chennai
Functional Area: IT Software - Application Programming / Maintenance
Role: Team Lead/Tech Lead
Industry: IT-Software/Software Services
Marital Status: Married

Total Experience: 9 Year(s) 0 Month(s)
Notice Period: 3 Months
Highest Degree: MCA [Computers]

Key Skills: team lead,project management,production support,it service delivery,software development life cycle,agile methodology,itil,linux,Project Planning,Problem Management,Technical Support,IT S,ITSM,Service Level Management

Verified : 📞 Phone Number | Email - id

Last Active: 19-Jan-21     Last Modified: 19-Jan-21

Jump to Section ▸ Work Experience | Education | IT Skills | Work Authorization

## Summary

Excellent in providing end-to-end supportfor development of banking applications right from inception, requirement specs, planning, designing, implementation, configuration management, testing, documentation and closure with cross cultural teams
* Hands-on experience in Change Management, Domain Analysis, Production Support, Incident Management, Problem Management and project for Banking,
* Skilled at SDLC with proficiency in mapping business requirements, technical documentation, application design, development and troubleshooting for Information Systems Management
* Exceptional in knowledge transfer as per business requirement entailing phases like system deployment & development, execution and release; resourceful in shift planning for sufficient coverage & alignment with site team; exposure in process automation
* Track record of managing & resolving the tickets, conducting defect analysis, fixing, validating data and reporting

## Work Experience

◉ **Infosys** as Team Lead
Jan 2012 to Till Date

Key Result Areas:
* Leading a team of 25 members and mapping requirements & providing them best solutions involving evaluation & definition of scope of project and contributing in the finalization of project requirements
* Coordinating with PM and team from conceptualization and visualization to technology mapping and final execution of projects; working on end-to-end solution, project & delivery management for global IT projects
* Understanding customer requirement & proposing for SLA uplift based on customer business criticality
* Managing resource allocations and setting-up of the communication channels across the various horizons of the organization structure
* Conducting RCA and suggesting technology based solutions for enhancing functional efficiency and achieving excellence
* Planning and conducting all support activities for IT applications including troubleshooting, performance monitoring, requirements gathering, problem analysis, support analytics, and end-user training
* Developing and maintaining application documentation to help ensure that support can be performed and the impact of
future requests can be assessed
* Acting as a Primary SPOC for running SQL queries to fetch details from the core mainframe data base
* Engaged in:
o Post deployment support for upgrades / changes / enhancements done on production (Live) Environment
o Supervising and running the batch jobs manually via mainframe DB
o Monitoring the fatal logs of the Application via HP Server Automation Tool
o Deploying in production environnement and end-to-end Sanity Testing
o Conducting major & minor implementations and patch work
* Ensuring that the goals of Incident Management process are achieved; restoring normal service as soon as possible based

on customer perspective and within defined SLA; detecting, logging, categorizing and prioritizing incidents based on
criticality via service manager tool; providing initial Incident Support
* Creating the change record in CRM and managing incident management bridge calls/ Problem Tickets with support teams,
management and clients
* Ensuring that the incident management process is followed and incident and problem records accurately reflect actions
taken to restore service
* Implementing solutions that effectively resolve problems or provide improvement based solutions
* Conducting the pre & post-checks for every change management activity and taking the appropriate approvals before
implementing the changes
* Resolving problems & issues within set timelines thereby developing the Knowledge Base; ensuring non-occurrence of
the issues resolved
* Guiding the technical recovery of major system outages, interfacing with numerous stakeholders including external
vendors or outsourced service delivery teams
* Leading, mentoring & monitoring the performance of team members to ensure higher productivity & efficiency in process
operations and meeting of individual & group targets

## Education

UG: **BCA (Computers)** from **Bharathiyar University, Coimbatore** in **2010**

PG: **MCA (Computers), Correspondence/Distance Learning** from **Bharathiyar university, coimbatore** in **2014**

**Other Qualifications/Certifications/Programs:**
ITIL® 4 - ITSM - Foundation
Presentation Skills
Budgeting
Career Management
New Manager Transitions
Difficult Interactions
Customer Focus
Time Management

## IT Skills

| Skill Name | Version | Last Used | Experience |
| --- | --- | --- | --- |
| Business Process Adminstration Tool (BPAT) | | 2018 | 6 Year(s) 9 Month(s) |
| Willy Introscope | | 2018 | 6 Year(s) 9 Month(s) |
| Advanced Excel | | 2018 | 7 Year(s) |
| MACROS | | 2018 | 5 Year(s) 3 Month(s) |
| Websphere MQ | | 2018 | 6 Year(s) 9 Month(s) |
| SQL DBA | | 2018 | 6 Year(s) |
| JAVA, J2EE, VBA Macro | | | |
| Windows 2000, XP, Vista | | | |
| Windows-7, LINUX | | | |
| Adobe Photoshop | | | |
| AGILE | | | |

## Languages Known

| Language | Proficiency | Read | Write | Speak |
| --- | --- | --- | --- | --- |
| Tamil | Proficient | ✔ | | ✔ |
| Hindi | Proficient | ✔ | ✔ | ✔ |

## Affirmative Action

Category: General

Physically Challenged: No

## Work Authorization

Countries: Australia,Canada,United Kingdom

Job Type: Permanent

Employment Status: Full time