



BHAWANI SHANKAR JHA

6.5 years in Application/Production Support (L2/L3) with a deep experience in troubleshooting/ automating and Proficient with Configuration management tools, IIS, MS SQL, JIRA and helping organizations instill DevOps for the modern age.

Current Designation: Sr. Associate - Production Support

Total Experience: 6 Year(s) 0 Month(s)

Current Company: NIIT Technologies Ltd.

Notice Period: 1 Month

Current Location: Greater Noida

Highest Degree: MBAPGDM [IT]

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Associate, Technical Support Engineer, Product Support, Operational Excellence, Customer Service, Project Planning, Performance Tuning, Application Support, Manual Testing, Technical Solutions, JIRA, Confluence, ServiceNow, SOAP UI, PAAS

Verified: Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Dynamic Application Support Engineer with 6.5+ years' experience, skilled at developing solutions and possessing strong creative thinking skills, high energy leadership skills and integrity.

Current Domain: Banking and Finance.

Expertise in supporting and managing large IT projects, spread across multiple geographical locations (US/UK/ Germany).

Work Experience

NIIT Technologies Ltd. as Sr. Associate - Production Support

Apr 2019 to Till Date

- * Managed software and configuration changes on Test and Production environments.
- * Troubleshoot and diagnosed systems problems; installed and configured varied applications.
- * Resolved all trading issues by coordinating with clients, dealers and internal units.
- * Log service requests and resolve the issues reported by the clients within standard time
- * Used CA Scheduler to manage and monitor T3K process thru-puts, and maintain new and existing investment application systems for all member banks.
- * Coordinated with other teams to ensure availability of components and environments.
- * Participated in the patching, upgrade and deployment of applications across multiple sites.
- * Writing SQL queries to generating reports using complex joins and sub-queries and admin works.
- * Taking Active participation in (Incident/problem/Change/release) management scrum calls.
- * Managing ticketed query system (ServiceNow) and daily reporting.
- * Provided IT support for production related issues to the customers from USA/UK/EU.

ASTROSCIENCE TECHNOLOGIES P LTD as Application Support (Manager)

Oct 2015 to Mar 2019

Project Type Ecommerce, EMS, POS, VMS, IT Service Management

Technology Support on Dot Net, IIS8, SQL Server 2016, Window Server 2008/2016, Linux Server, Mentice

My Responsibilities

Complete ownership of the life-cycle of a B2B and B2C CRM/ERP (Dot-net) Applications used across the globe.

Hosting and configuring of web application on IIS (8), troubleshooting and fixing issues.

Assisting with systems integrations, API TESTING through postman.

Writing SQL queries to generating reports using complex joins and sub-queries and admin works.

Act as a subject matter expert on middle and back office operations of E-commerce web application and mentor team members.

Mentor Software Engineers to allow for skill/knowledge development through advice, coaching, and training opportunities.

Lead product innovations by performing competitor analysis, market trends, requirement gathering and collaboration with the product development team.

Prepare business plans for implementations, resource budgeting/allocation & constant tracking of progress.

Application support Bug Fixing, Release bound Enhancements, vendor management and client Interactions.



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.

 **INDUS VALLEY PARTNERS P LTD** as Support Executive
Nov 2013 to Jan 2015

Project Type Financial ERP - Functional Support
Technology MS Dynamics Navision, reporting, SQL queries, Advance Excel
My Responsibilities
Analyzing user requirements, performed impact analysis and generate system requirements documents.
Providing functional support on MS Dynamics ERP and Data Management on MSSQL 2012.
Experience in Software Testing, Modeling, Analyzing and MS-Reporting.
Experience with Accounting/Financial Applications, Fetching reports through SQL queries.
Worked on Microsoft Dynamics Navision, was handling the coding, GL, reporting and account reconciliation.
Troubleshoot and Handled the Client (National/International) queries over Skype/Telephone.
Consistently met deadlines and requirements for all production work orders.

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Education

UG: **B.Sc (IT)** from **Kuvempu University** in **2011**
PG: **MBAPGDM (IT)** from **IMT Ghaziabad** in **2017**

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IT Skills

Skill Name	Version	Last Used	Experience
Dot-Net App., Web Server (IIS8.5), SSL			
JIRA, Confluence, MS Teams			
Kibana, ServiceNow, SalesForce			
New Relic, MS SQL Server (2012, 2016)			
Windows Servers 2012, Cloud Support			
Windows 10, Unix			
Linuxserver - Cpanel			
ITIL, ITSM, agile, SDLC			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
German				

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Affirmative Action

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

Work Authorization

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

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