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## Bhanu Pratap Singh Mehta ⭐ Featured

ITIL,Consultant seeking roles in IT Project Management,Requirement Gathering,Incident Management,Change Management,Data Analysis,Technical Support,Debugging,SQL,PL/SQL,Oracle,MS SQL Server,UNIX-Shell Scripting,Docker,Unix,AWS,GIT,Agile

| | |
|---|---|
| Current Designation: Consultant - IT Operations | Total Experience: 6 Year(s) 0 Month(s) |
| Current Company: Sapiens Solutions | Notice Period: 2 Months |
| Current Location: Bengaluru / Bangalore | Highest Degree: B.Tech/B.E. [Computer Science and Engineering] |
| Pref. Location: Bengaluru / Bangalore,Pune,Hyderabad | |

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Change Management,Data Analysis,Debugging,SQL,PL/SQL,Oracle,MS SQL Server,UNIX-Shell Scripting,Docker,Unix,Agile,ITIL,Python,Production Support,Application Management,Investment Banking,Trade Processing,SOAP UI,Apache Tomcat

Verified : 📞 Phone Number | Email - id

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

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## Summary

A competent professional with over 6 years of experience in providing Technical Support

Holds in-depth understanding of Design, Implementation, Application-Maintenance Production-support in Investment Banking Project and Business Decision Management System of Business Applications using Oracle Relational Database Management System and UNIX

Familiarized with the concepts of Relational Database Management Systems (RDBMS), UNIX Shell Scripting

Proven proficiency in analysis, design, development, presentations, testing, troubleshooting & support for business applications on Mainframe

Liaised with users for requirement gathering; prepared functional specifications and low-level design documents

Examined application performance and ensured its maximum availability & reliability; troubleshot application, server, system, analyzed log/data and performed Root Cause Analysis (RCAs)

## Work Experience

**Sapiens Solutions** as Consultant - IT Operations
Jan 2018 to Till Date

Project: Sapiens Decision    Project

Client: JP Morgan, All-State, Allegis, Wells Fargo, Freddie Mac, US Bank, Serco, Barclays, Adidas, Hiscox, CTM, CSS, RBS, Principal, TIAA, FRBNY

Application    Decision Management, Decision Execution, Decision Info HUB    Application

Tools Used    JIRA, SOAP-UI, tomcat, Docker, Data Dog, Logz.io, AWS Cloud, Database: Oracle 11G,12C, PostgreSQL, Eclipse, Operating System: Linux Windows

Sapiens DECISION is a Business Decision Management Solution that consistently and comprehensively enforces business logic across all enterprise applications. DECISION, powered by The Decision Model, ensures business decisions and regulatory compliance mandates are executed quickly and completely with full traceability, transparency, and governance

Role:

Providing L2/L3 support to the enterprise customers and workaround/solutions in case of P1/P2 issues within the SLA

Coordination with Dev team to provide resolution to the customer ticket at the client

Coordinating with Dev team to provide a resolution to the customer tickets at the earliest

Managing the DB (Linux) and the application server (Linux) of Pre-Prod

Importing the DB dumps into the test/pre-prod to test the customer issues

Mentioning SQL Queries to the customer for Deep analysis on issues
Producing DB instances in Oracle/MSSQL

Deploying the new version/hotfixes in the Pre-prod and test whether the expected functionality is working fine

Rendering Support for the deployment of new releases in customer Prod
environments in server/Docker installation.

Monitoring the Production Cloud instances through Data Dog
Analyzing the Issues and drafted a report to the Management of the areas prone to the issues.

Working on Change Management and generating change requests for critical roduction environment issues and
implementing the changes.
Creating the Docker File as per the customer needs, to create the Image and making containers

- **HCL Technologies** as Software Engineer
Aug 2014 to Jan 2018

Organization HCL Technologies
Client Deutsche Bank
Project Rates and Credit (GBSF)
Application TPM (Trade Processing Management)
Tools Used Technologies SQL Developer, Putty, Geneos, DB Symphony, Service Now, Enterprise JIRA, TIBCO, MESH,
DAP
Operating System UNIX
TPM (Trade Processing Management) is the strategic trade routing architecture for trade processing across the Rates
business of Deutsche Bank, London. It supports trade feeds from various upstream systems into Summit; intra-day
Risk systems; Gold documentation and confirmations. The main format for trades is TPML, a proprietary extension of
the industry-standard FPML. Trades are booked in Trade Capture System at Front Office and different upstream
systems. Trades will be verified, validated, and enriched in different stages in TPM before booking into Summit and
other downstream systems. TPM receives minimal trade information from the originating system and it has its
components to enrich the trades, validate the details before routing them to the appropriate downstream systems
(Summit). TP Monitor is one of the important components of TPM. It allows us to monitor the trade processing events at
each component level, starting from the origination system until the trade is finalized. It allows us to view and fix any
issues during trade processing
Organization HCL Technologies
Project Deutsche Bank
Client Markitwire-Deutsche Bank
Application MarkitServ
Tools Used MW Admin, Geneos, MarkitServ GUI
Operating System UNIX
Markitwire is an electronic trade confirmation platform capturing deals through the generation of same-day legal
confirmation and straight-through processing. Markitwire supports all key OTC derivatives products and trade lifecycle
events and provides end-to-end trade processing and workflow solutions that support all participants in OTC trading
from post-trade notices of execution, trade confirmation, and allocations to clearing and reporting
Played a key role as a SME (Subject Matter Expert) in the team
Interacted with Analysts and participated in user requirement sessions to analyze and gather business requirements
Participated & released activity and upgraded the product version in the UAT server
Ensured production order processing between multiple systems occurs without issue, resolved any issues
Integrated system on allocated software projects and worked as a project manager/ technical lead for those projects
Supported in production, incident logging, tracking, and resolving the issue end-to-end
Offered solutions for bugs/issues/tickets raised by the DB symphony and Service Now Tool
Supervised Jobs/queues workings and checked for any mismatch
Drove DR calls and activities - DR planning, reviewing, and relevant activities
Drafted documents for the releases and updated the run book
Worked on:
RFC creation, approval, and review. Driving incident management calls and attending problem management calls and
SL3 calls on need basis and providing 27/7 support to the client
Post-Production activities like change validation, monitoring, and process integrity checks
Joined in the Knowledge Article creation and recertification
Monitored the trade status in MW GUI and contact with the trader to resolve the trader query

# Education

UG: **B.Tech/B.E. (Computer Science and Engineering)** from **Graphic Era University** in **2014**

# IT Skills

| Skill Name | Version | Last Used | Experience |
|---|---|---|---|
| DOCKER | | 0 | 3 Year(s) 0 Month(s) |
| AWS | | | 3 Year(s) 0 Month(s) |
| Unix | | 0 | 6 Year(s) 3 Month(s) |
| SQL | Oracle 12C | | 6 Year(s) 3 Month(s) |
| Unix shell scripting | | 2021 | 6 Year(s) 3 Month(s) |
| PLSQL | Oracle | 2021 | 6 Year(s) 0 Month(s) |

| | 12C | | |
|---|---|---|---|
| ServiceNow | 0 | 3 Year(s) 3 Month(s) | |
| Enterprise JIRA | 0 | 6 Year(s) 3 Month(s) | |
| Sapiens Decision Manager | 0 | 3 Year(s) 0 Month(s) | |
| Sapiens Decision Execution | 0 | 3 Year(s) 0 Month(s) | |

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## Languages Known

| Language | Proficiency | Read | Write | Speak |
|---|---|---|---|---|
| English | Expert | ✔ | ✔ | ✔ |
| Hindi | Expert | ✔ | ✔ | ✔ |

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## Affirmative Action

Category: General

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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