



**VARUN KUMAR**

Certified AWS Associate Solution Architect, ITIL® 2011, Technical Lead seeking roles in Application Support, Customer Support, Incident Management, Technical Documentation, Risk Mitigation, Escalation Management, SQL Server, Core Java, Python, Linux.

Current Designation: Technical Lead- Application Support	Total Experience: 10 Year(s) 0 Month(s)
Current Company: Comviva Technology Pvt. Ltd.	Notice Period: 3 Months
Current Location: Gurgaon	Highest Degree: B.Tech/B.E. [Electrical]
Pref. Location: Chandigarh, Delhi / NCR, Noida	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Technical Lead, Application Support, Customer Support, Incident Management, Technical Documentation, Risk Mitigation, Escalation Management, Shell Scripting, SQL Server, Core Java, Python, Linux, Certified AWS Associate Solution Architect, Certified ITIL® 2011.	
Verified :  Phone Number    Email - id	

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

IT professional, offering nearly 10 years of experience in Application Support and Post Implementation Support Operations including Team Management; skilled in building & maintaining vendor relationships. Experienced in managing financial applications like Electronic Recharge and Mobile Money for Telecom. Domain Expertise across Healthcare and ERP/CRM. Familiar with the concepts of ITIL; ensuring that the goals of the Incident/Change/Problem Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLAs; detecting, logging and prioritizing incidents; providing initial Incident Support. Skills in product implementations for new installations, new release up gradation, patches and changes requests; prepared Technical Documentation like RCA, SLA and KPI Reports. Configured various components of application such as Apache/Tomcat & Kennel; integrated SMSC/IN/SMTP, password less connectivity

## Work Experience

### **Comviva Technology Pvt. Ltd.** as Technical Lead- Application Support Aug 2019 to Till Date

Project: Mobiquity (Mobile Money)

Client: Roshan-Afghanistan, GrameenPhone-Bangladesh, Movired-Columbia, TA-Libya, Bank-Muscat, Orange Egypt, AFS Bahrain/Oman, Onatel Burkina Faso, Africell Africa, Munitel EG, NBK Kuwait

#### Key Result Areas:

- Spearheading end-to-end Application 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
- Indulging in troubleshooting the code developed by the Development Team
- 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
- 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
- Evaluating the system performance and resolving the issues or failures in staging and production environments
- Analysing the requirements of end users, performing testing and integrating applications
- Logging & tracking all Service Requests, Incidents and assigning resources to effectively resolve all problems; keeping the track of SLA by ensuring timely closure of tickets
- Providing L2 & L3 level support to clients for day-to-day operational issues in case of any incident, bug fix and new change implementation & preventive action required
- Maintaining Inventory of Hardware components and coordinating with vendors for resolution of hardware related issue
- Resolving the problems based on tickets within the defined SLA period and finding the RCA for the problem and documenting the same and finding the permanent solutions for the problem to avoid reoccurring



### 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.

Providing post-implementation, application maintenance and enhancement support and problem solutions

- **Optum Global Solutions** as Sr. Software Engineer  
Mar 2019 to Aug 2019

Project: SIMS Broker and Commission Management(SBC)    Client: United Healthcare

Highlights:

Monitored Application, Batch Jobs through Tivoli Workload Scheduler (TWS); worked on Tickets in ServiceNow

- **Comviva Technology Pvt. Ltd.** as Technical Lead  
Mar 2011 to Mar 2019

Project: PerTUPS                      Client: Airtel Africa

Highlights:

Managed migration/go-live of application which includes throughout check-up of new platform, application and publishing status report, setting up of test environment for the application and writing test cases, applying new patches/CR

Prepared shell scripts for monitoring purpose, troubleshot various issues using UNIX/DB queries skills as per requirements, tuned DB process/query which includes index creation, extracting explain plan of queries

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## Education

UG: **B.Tech/B.E. (Electrical)** from **Gurukula kangri university, Haridwar** in 2006

Other Qualifications/Certifications/Programs:

AWS Associate Solution Architect Certification

ITIL 2011 Certification

Core Java Certified

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## IT Skills

Skill Name	Version	Last Used	Experience
ERP, OOPS, AWS concepts, ETL			
PL/SQL, Shell Script, Core Java, Python			
Oracle11g,SQL-Server, Postgres DB			
Linux, AIX, Windows, Unix			
Apache-HTTP, Tomcat, ITIL			
Crystal reports, MaxIT, Maximo			
ServiceNow, TWS, Pentaho, Nagios			
CRM, Kennel			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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