



Deepak Kumar

Senior Consultant seeking roles in Application Support, Production Support, Software Engineering, Software Development, Project Management, Change Management, Incident Management, Unix Shell Scripting, Autosys, Service Now, Oracle, ITIL, JIRA, SQL



Current Designation: Senior Consultant	Total Experience: 9 Year(s) 0 Month(s)
Current Company: Virtusa consulting & Services Pvt. Ltd	Notice Period: 2 Months
Current Location: Gurgaon	Highest Degree: B.Tech/B.E. [Information Technology]
Pref. Location: Gurgaon, Noida, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engr	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Senior Consultant, Tech Support Engineer, Application Support, Production Support, Software Engineering, Software Development, Project Management, Change Management, Incident Management, Unix Shell Scripting, Autosys, Service Now, Oracle, ITIL, JIRA, SQL	
Verified : Phone Number Email - id	

Last Active: 22-Jan-21

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Summary

- * A competent professional with 9.6 years of experience in the field of Application/Production support Investment Banking domain in IT sector.
- * Have worked with client Royal Bank of Scotland, Citi Private Bank as Support professional on Front Office support for trading application.
- * Sound knowledge of UNIX/Linux, PL/SQL, Unix Shell Scripting and UNIX Application Trouble-Shooting, Unix system architecture.
- * Batch set up & monitoring using Autosys.
- * Proficient in smooth production support activities like monitoring, incident resolution, platform related, change management, understanding the requirements and changes in applications and implementing as per the business needs with well-versed with SLA adherence and various phases of software development life cycle..

Work Experience

Virtusa consulting & Services Pvt. Ltd as Senior Consultant

Mar 2016 to Till Date

Project : Citi APAC Support
Client : Citi Private Bank
Organization: Polaris Consulting & services Limited
Duration : May 2020 to Till Date
Role : Senior Support Professional
Domain : Banking
Tools Used : Service Now, Putty, Oracle SQL Developer, Autosys, Jira, Geneos, udeploy
Technology: UNIX, PL/SQL

Description of project:

Supporting the client reporting applications like AGS Advice Generation System which is responsible to generate advice for each transaction happened. So it takes feed from source system and AGS batches process those feeds to generate corresponding advices and send to client. Client can access multiple modules at front end and can view, reprint, confirm the advices.

Responsibilities:

- * Provide support for client reporting applications.
- * Execution of Change Request in order to fix the defect in any planned release.
- * Monitoring, Scheduling, reporting the jobs in production through autosys tool and maintaining the order/dependency of jobs
- * Resolved issues raised as alert and followed the correct resolution procedures, escalating as required.
- * Ensured all service level agreements are met for user requests.
- * Hands on experience in Linux/Unix production support environment and Expertise in analyzing and resolving production issues.
- * Having experience in Oracle application support with UNIX & shell scripting.
- * Ensured checks are undertaken on systems to confirm business availability and monitor the alerts in Geneos monitoring tool



Important

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monitoring tool.

- * Developed strong relationship with the development and infrastructure support teams to resolve production issues in a timely manner.
- * Provided support during new releases into the production environment.
- * Coordinating with clients and stake holders, delivering the project as per the defined SLA, providing Root Cause Analysis and other resolution reports to the customer and higher management.
- * Worked collaboratively with other teams across geographies keeping the business priorities in mind.
- * Build and maintained the run books for key activities such as Disaster Recovery, Ready for business checks.
- * Actively owned and maintained support documentation

Client : Royal bank Of Scotland

Organization: Polaris Consulting & services Limited

Duration : May 2016 to Feb 2020

Role : Senior Support Professional

Domain : Banking

Tools Used : Service Now, Putty, Oracle SQL Developer, Autosys, Jira, Geneos, udeploy

Technology: UNIX, PL/SQL

Description of project:

Ignite batch Orchestrator manages the batch through autosys and IBO tool and manages the feeds delivery to downstream applications. It takes input from various upstream applications and finally submits xml to fire for calculation of PV, PNL and risk numbers and stores in foundry namespace and deliver to downstream applications.

Responsibilities:

- * Provide support for feedsmanager/IBO application which ensures feeds delivery to their downstream systems.
- * Set up batches in autosys , maintaining the order/dependency of jobs and set up extracts jobs which deliver PV/RISK/PNL numbers to downstream systems.
- * Migrating the batches from Legacy system feedsmanager to IBO.
- * Execution of Change Request in order to fix the defect in any planned release.
- * Monitoring, Scheduling, reporting the jobs in production through autosys tool.
- * Taking ownership of handling and resolving any Critical and Major Incident or crisis situations.
- * Developed strong relationship with the development and infrastructure support teams to resolve production issues in a timely manner.
- * Provided support during new releases into the production environment.
- * Worked collaboratively with other teams across geographies keeping the business priorities in mind.
- * Build and maintained the run books for key activities such as Disaster Recovery, Ready for business checks.

Genpact Headstrong as Senior Software Engineer

Jul 2015 to Feb 2016

Client : Vodafone UK

Organization: Wipro Technologies

Role : L2 Support Engineer

Domain : Telecom

Tools Used : BMC Remedy, Putty, Oracle SQL Developer

Technology: UNIX, PL/SQL

Description of project:

Vodafone is a leading telecom services provider. Main responsibilities involved understanding & sharing the requirements with business users providing execution support for Oracle Product BRM (Billing Revenue Management) and tracking the progress. Vodafone's singular focus on serving the needs of its users is one of its key competitive differentiators. Vodafone is an industry leader and innovator - setting standards with new products and services, and expanding the depth and breadth of client relationship

Responsibilities:

- * Have worked for Billing Revenue Management team (Oracle BRM) on rating pipeline, CDRs, Billing & Invoicing and infranet.
- * Worked on UNIX, Shell Scripting, SQL queries.
- * Have done daily Billing Activities like Trial Billing, Live Billing, Bulk Credit Adjustment.
- * Provided proactive support for end user application issues, escalated by the stakeholders (Dev/Business).
- * Responded user calls, emails and chats and resolving problems as per the defined SLA.
- * Proactively identified patterns of recurring incidents to improve service stability.

Wipro Technologies as Software Engineer

Feb 2011 to Jun 2015

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Education

UG: **B.Tech/B.E (Information Technology)** from **The Technological Institute of Textile & Sciences Bhiwani, Haryana** in **2010**

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IT Skills

Skill Name	Version	Last Used	Experience
UNIX, PL/SQL , Oracle, Window			
Sql Developer, Autosys			
Putty, Service Now, JIRA			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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