



Subhankar Mane



System Analyst seeking roles in Application Maintenance, Application Support, Program Management, Project Management, Incident Management, Change Management, Product Management, Data Warehousing, Service Delivery, Solution Design, Tableau, Oracle, Linux, SQL, AWS

Current Designation: System Operations Analyst	Total Experience: 5 Year(s) 3 Month(s)
Current Company: Wells Fargo	Notice Period: 2 Months
Current Location: Hyderabad / Secunderabad	Highest Degree: MBA/PGDM [Information Technology]
Pref. Location: Bengaluru / Bangalore, Hyderabad, Canada	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Analyst	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: System Operations Analyst, Application Maintenance, Application Support, Program Management, Project Management, Incident Management, Change Management, Product Management, Data Warehousing, Service Delivery, Solution Design, Tableau, Oracle, Linux, SQL, AWS	
Verified: Phone Number Email - id	

Last Active: 18-Jan-21

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Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

An Innovation & Transformation Specialist, with rich experience in technical project management including scheduling & negotiating with clients for iterative product development and delivery, balancing work distribution to meet project deliverables & delivery as per quality & time norms

History of excelling in introducing new organizational change & driving innovation, integrating new technologies & quality initiatives in the project to facilitate business excellence

Exhibited leadership in production support activities - incident/ issue/ problem based on the agreed SLA with the client and the issue priority/ severity while ensuring problem determination and resolution within agreed SLA

Successfully managed the on-boarding of the client to continuously delivering tools like UDeploy, for continuous automated deployments from development environment to production environment successfully

Work Experience

Wells Fargo as System Operations Analyst
Jul 2015 to Till Date

Understanding client's needs & managing customization/ enhancement of product accordingly and consulting with Technical Team to provide solutions as per the delivery schedules

Bridging the gap between architecture & delivery to ensure value-driven product development of high quality solutions using the latest service management tools

Defining and implementing SLAs & SOWs; analysing & resolving complex issues, taking ownership & responsibility of issues from start through to a successful resolution

Ensuring delivery & implementation of the project as per scheduled deadlines; planning and coordinating in post-implementation and maintenance support

Defining service standards and guidelines that acted as benchmark for excellent service delivery; steering continuous implementation of changes

Providing continuous development support to the client with regard to the application; ensuring all solutions are scalable, extensible & available from architecture stand point and meet latest standards

Analysing business requirements and converting functional requirements into technically feasible solutions

Analysing software development methodologies, development processes, change management, and deployment procedures

Rendering 24x7 support for issues related to applications/ production; coordinating with the team to resolve production issues/ bugs and enhancement request from customer

Executing 'best practice' processes to ensure effectiveness resulting in reduced costs and improved service delivery

Establishing healthy relations with internal & external stakeholders and vendors to provide support for various issues

Keeping client referenceability on delivery performance through regular tracking of incidents, focusing on closure of high priority incidents on time & with quality, following up on closure of incidents for obtaining timely feedback & sharing the learning and by publishing daily dashboard on Incident Management

Supervising team functions including allocation of work across individual members within the team and monitoring performance for ensuring effectiveness of work; identifying training needs and arranging training sessions to keep skill



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level up-to-date; facilitating implementation of the team development plan
Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA; closing incidents after verification from users
As Implementation Service Analyst
Technologies: Teradata, Autosys, HCP, Udeploy, Jenkins, UNIXShell Scripting
Managing deploys/ rollbacks using the build created on packages through Udeploy tool in UAT, Production and BCP environments
Ensuing that the deployment of components are roll backed are Abinitio code, DataStage code, Autosys Jil's and UNIX Scripts
Analysing Autosys Jil's (jobs) to make sure that these are syntactically correct and following the set of standards
Configuring the EIW environment to establish the connection between NDM nodes and Source's / Customer's NDM nodes to enable transfer of data between these
Testing the connection after the NDM setup
Responding to the PDDT requests by extracting the data from either production database tables or archive tapes and copying it over to the target non-production environments
Supervising non-production service request like Autosys calendar creation, creation of global variables, creation of load balancing machines, copying, moving, deletion of files running other utilities

As L3 Support
Led EDA Production Support Team and monitors all of the applications that run on the EIW platform 60 applications and over 90,000 jobs; resolved production issues/ failures anywhere between 72 hrs. to 60 min.
Ensured effective development of Ab Initio graphs and provided support in case of graph failure in SIT/ UAT/ PROD

[^ Back to Top](#)

Education

UG: **B.Sc (Computers)** from **Aurora Degree College, Osmania University** in **2015**
PG: **MBA/PGDM (Information Technology)** from **Osmania University** in **2019**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Ab Initio 3.2.v, UNIXShell Scripting			
SQL, Teradata, Oracle, Autosys			
BMC Remedy, PAC 2000, HiLink			
ServiceNow, UDeploy, Jenkins, HCP			
UNIX, Linux, AWS, Tableau			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary
Employment Status: Full Time, Part Time

[^ Back to Top](#)