



Tharun Reddy

Certified ITIL4 Professional, Support Engineer seeking roles in Technical Support, Software Testing, Issue Resolution, System Integration, Application Support, Incident Management, SLA Management, Process Automation, Unix, SQL, JIRA, Shell Scripting.

Current Designation: Support Engineer- Technical

Current Company: Societe Generale GSC

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engrn

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Support Engineer,Tech Support Engineer,Technical Support,Software Testing,Issue Resolution,System Integration,Application Support,Incident Management,SLA Management,Process Automation,Unix,SQL,JIRA,Shell Scripting,GIT,Certified ITIL4 Professional.

Verified : Phone Number | Email - id

Total Experience: 4 Year(s) 4 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Electronics and communication]

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

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Summary

ITIL4 Certified Professional with over 4 years of rich industrial experience in Investment Banking coupled with knowledge on Programming Languages such as Shell-Scripting and SQL. Currently associated with Societe Generale as Support Engineer on Back Office Operations of FX (Foreign Exchange) such as Confirmation, Settlement, Reconciliation and Accounting. Consulted end-users in determining various improvement needs based on system functional requirements. Worked within established configuration, documentation and change management policies to ensure awareness, approval and success of changes made. Member of the team involved in handling preventive maintenance to adjust, maintain, and improve network performance and investigate security issues & root causes of system failures

Work Experience

Societe Generale GSC as Support Engineer- Technical
Aug 2016 to Till Date

Project: X-ONE FX BO

Technologies: UNIX, Shell-Scripting, SQL, basic knowledge on GIT

Tools Used: JIRA, SQL Developer, AutoSys, CyberArk, Service Now, Unviewer, Putty

Project Description:

X-One is a Front to Back Application where the deals booked with the application in the FO level will be given the sequential reference from the FO side. The same hits Back Office and a respective BO Id will be given from the BO database, which is a system, generated sequential Deal Id. Deals are also booked from different external platforms such

as Reuters are captured and pushed for BO

Roles & Responsibilities:

- * Reducing manual efforts by automating reports such as disk capacity, daily trade count
- * Performing testing on UAT, UAT2 and Pre-Beta environments
- * Leveraging knowledge on STLC as a part of testing applications in UAT and UAT2 along with defect tracking till closure
- * Automating tasks and scheduling SOD and EOD checks as well as deploying new packages to the PROD environment
- * Investigating, troubleshooting and debugging the issue at code level and provide feasible solutions
- * Coordinating Incident Management calls during outages and taking end to end responsibility like Bridge call, SIN/Outage Communication, fixing and RCA
- * Conducting documentation of problems to maintain a proper repository for KEDB
- * Raising enhancement requests to DEV team to Address the repetitive issues, bugs fixes and problem fixing by raising JIRA Problem tickets thus increasing the productivity, efficiency and assuring stability in the application
- * Participating actively in:
 - o Monthly accounting activities in order to maintain the proper track record of client portfolio and Balance



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.

Sheet for all the respective Entities and submit to the Regulatory Authority of Respective Entity
o Weekly and Monthly Governance call with Business Users and Stake holders in order to meet the business requirements
* Maintaining PnL Reports for the clients and Stakeholders in order to mention them the monthly, quarterly and yearly Positions
* Generating various ad-hoc reports based on client request
* Forwarding Weekly and Monthly Reports to the next level on application performance and bandwidth utilization
* Managing shift lead by taking up responsibilities like Daily Scrum in Agile@Scale Framework
* Performing Agile rituals like Sprint, maintaining Agile Dashboard and Agile epics

Highlights:
* Received Certificate of Appreciation for outstanding contribution on automating the production alerts by Application Manager

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Education

UG: B.Tech/B.E. (Electronics and communication) from JNTU, Hyderabad in 2015

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IT Skills

Skill Name	Version	Last Used	Experience
Shell Scripting			
SQL			
LAN, WAN			
Routers, switches			
Unix, GIT, Unviewer, Putty			
JIRA, SQLDeveloper, AutoSys			
CyberArk, Service Now			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				
Kannada				

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Affirmative Action

Category: General
Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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