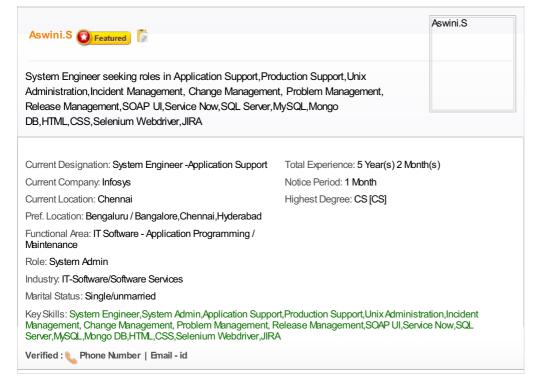


1800 102 2558 | +91 9818882211







Last Active: 22-Jan-21

Last Modified: 22-Jan-21

Jump to Section

Work Experience | Education | IT Skills |

# Summary

5 + years of experience in analysis the Root causes, Validation, Giving strong support to client.

Worked in Application and Production Support environment.

Excellent working skills in UNIX, SQL, NETWORK.

Good knowledge on Banking Domain.

Worked on projects in waterfall and agile methodologies.

Experience in working with multiple vendors and geographically distributed teams.

Good Team player, Self-motivated, Hardworking professional with good organizational, Leadership, Interpersonal and Communication skills.

Written I.T.OPS IMS Compre exam and Agile Basic. Certified in selenium and written test cases for projects

# **Work Experience**

Infosys as System Engineer -Application Support Nov 2015 to Till Date

PROJECTS HANDLED:

1. PROJECT DETAILS:

CLIENT: LEVEL 3 Communication(Century Link) PROJECT LOCATION: Embassy Tech Zone, Hinjewadi, pune-

57.
ROLE: SENIOR OPERATIONAL EXECUTIVE

ENMRONMENT: WINDOWS 2007/8/XP AND MS OFFICE(MS WORD, MS EXCEL, MS POWER POINT) APPLICATION WORKED: BPM PORTAL, ORDER MANAGEMENT CONSOLE(OMC), REMEDY, EON, PIPELINE, CUSTOMER PRODUCT ORDER (CPO), OPS CONSOLE etc.,

### PROFILE:

My Work area mainly include processing Access Service request and Service Validation.

Working for access Service Request for Network equipments and Service Validation and their bandwidths

Our role involve processing of the data which depends on the scope of requirements of the request.

This data is being processed through various application like BPM portal, OMC, Pipeline, EON, CPO, Ops Console

This data is being processed through various application like BPM portal, OMC, Pipeline, EON, CPO, Ops Console etc., And also discussion with NOC team of different vendors(ATT, Verizon, Globing Crossing, Tw Telecom)

## RESPONSIBILITY:

To understand proper scope of request and create ticket for the request of CPE (Customer Premises Equipment ) CPE involves managed and non managed CPE.

Understanding the scope of the CPE i.e. whether we have to install the CPE or just to activate the service (Service

# **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 includes IP service and Voice Service )

PROJECT DETAILS:

CLIENT:-Royal Bank of Scotland (RBS) London. PROJECT LOCATION: Chennai.

**ROLE: SYSTEMENGINEER** 

ENVIRONMENT: Windows 2008, SQLDBX, Putty for phoenix environment.

APPLICATION WORKED:-Autosys uses Interface, Argon server, support tool, winscp3, Active Console generous, ODC event etc

EXPERIENCE: 2.5 year in RBS Project.

PROFILE:

Working for Counter Party Credit & Market risk.

Batch Monitoring is Mainly deals with Business Market Trade and Validate in UNIX & Database.

We will monitor certain batch?s like capital CVA, Simulation, Market Data, Trade loading Repo var Batch through Autosys tool.

Upstream feeds were loading during the Business Date role aroung 21:17 BST data change into State Machine, Data Services PIR Service, ODC event, Pabfx Routes through putty (UNIX) tool.

Phoenixis an important Environment for Trade Banking upstream provide feeds to production through SDM, Venture, Ago, Forest, Universe.

**RESPONSIBILITY:-**

Batch Monitoring and keeping Phoenix environment stable is the main role and check the upstream feed to production daily keeping business market data accurate.

UNIX command help to monitoring it gives a main support for credit, market risk by bouncing engine, forcestart, on ice the job, on hold, success, failure etc.

We will create database queries manually to find the error status of each batch in Trade Market.

### 3. PROJECT DETAILS:

CLIENT:-METLIFE

PROJECT LOCATION: Chennai

ROLE: SYSTEMENGINEER (BACKUP TEAMLEAD) ENMRONMENT: Windows 10, SQLDB, Putty, IBSE, LDAP.

APPLICATION WORKED:-IBM, SOAPUI, Primary Portal, Service Now, DB Visualization. EXPERIENCE:5 months to till date.

### PROFILE:

Metonline is a spring based web portals to display customers products to which they are eligible or participating. Each products has its own backend/middleware to store or retrieve date.

Insurance will be handle both retail and group customer.

Each portal is interconnected with my benefits, Profile data, eDPM and eService.

Service Now (SNOW) play an main role for incident, change, Problem management, itil, DART tickets.

Customer policy and Document for creating DART from IBSE, LDAP, UIS, SOH, SSO webservice.

### RESPONSIBILITY:

Providing estimates and prioritizing user stories according to customers needs by coordinating with PM, PO, internal team.

Receiving code, Merging request, Commenting on possible bottleneck introduced by team.

Help team to provide root cause analysis and remediation for the reported incidents from the clients.

^ Back to Top

### Education

UG: B.Sc (Computers) from Madras University in 2015

PG: CS (CS) from Madras University in 2015

^ Back to Top

### IT Skills

Skill Name	Version Last Used Experience
SQL Server	
MySQL	
Mongo Db	
WINDOWS, UNIX	
HTML, CSS	
Selenium WebDriver	
JIRA	

^ Back to Top

# Languages Known

Language	Proficiency	Read	Write	Speak

English	✓	✓	✓
Tamil			

^ Back to Top

# **Affirmative Action**

# **Work Authorization**

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

^ Back to Top

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.