



Rajat Goel

Software professional with 10+ years of experience Seeking lead/managerial roles in Application Support, Production Support, Release Management, JIRA, Unix Shell Scripting, SQL Server, ServiceNow, Autosys



| | |
|---|---|
| Current Designation: Process Manager | Total Experience: 10 Year(s) 0 Month(s) |
| Current Company: Eclerx | Notice Period: 1 Month |
| Current Location: Pune | Highest Degree: B.Tech/B.E. |
| Pref. Location: Bengaluru / Bangalore, Pune, Delhi / NCR | [Electronics/Telecommunication] |
| Functional Area: IT Software - Application Programming / Maintenance | |
| Role: Team Lead/Tech Lead | |
| Industry: IT-Software/Software Services | |
| Marital Status: Single/unmarried | |
| Key Skills: Team Lead/Tech Lead, Application Support, Release Management, Incident Management, Problem Management, Change Management, ITIL, JIRA, Unix Shell scripting, SQL Server, ServiceNow, Production Support, Application Management, SQL, AutoSys, PLSQL | |
| Verified : Phone Number Email - id | |

Last Active: 23-Jan-21 Last Modified: 23-Jan-21

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

Summary

A Competent Software Professional with 10+ years of experience in Application Support Management (L2/L3 Support)

Extensive Hands on Experience with Oracle, PL/SQL, Unix Shell Scripts, Autosys, Service Now, Jira, ITIL

Basic knowledge of Investment banking

A strong team player with excellent communication, interpersonal, analytical and management skills

Work Experience

Eclerx as Process Manager Jul 2018 to Till Date

Process feeds from various vendors using Asset Control.
Preparation of Release Plan, coordinate with various teams for the release and Deploy Code into Production and UAT
Configure and run Tidal batches in UAT and Production
Monitor batches, services and server status from Geneos
Make shell scripts to automate daily task
Making of Confluences and Wiki pages

J P Morgan Chase & Co as Associate Jul 2017 to Feb 2018

- * Regulatory Reporting in various countries.
- * Maintain UAT and Production environment.
- * Upgrades (Releases) in UAT and Prod environments
- * Debug Unix and PL/SQL codes like Shell scripts and Procedure/Functions etc.

HCL Tech as Senior Software Engineer Aug 2012 to Jul 2017

Project Credit Risk Management
Client Nomura
Period Aug 2012- Present
Tools DB Artisan, Putty Connection Manager, RapidSQL
Job Scheduler Autosys
Operating System Windows XP, Unix
Scripting Unix Shell Scripts
Role Production Support Executive
Responsibilities * Calculation of Exposures for Counterparties by running batches on Unix and Windows.
* Skills to Investigate and find the blocking points where Application engine fails, to value & implement solutions



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.

- accordingly and providing L2 support to issues raised by Front and Middle office users with respect to data quality.
- * Diagnosis, Resolving and management of major production outages and coordinating with different teams across the globe for resolution of issues.
 - * Handling user queries
 - * Deploy the code in production (Releases)
 - * Automate daily tasks by writing shell scripts

TCS as Production Support Executive
Mar 2010 to Aug 2012

Project RDT Support
Client JP Morgan Chase
Period November 2010- Present
ETL Informatica
Tools SQL Server management Studio Express 9, DBSQL, Putty Manager, SQL Developer
Job Scheduler Control ‐ M
Operating System Windows XP, Unix
Role Production Support Executive
Responsibilities Dealing with user queries.
Root Cause Analysis of the failure of the jobs and errors in the applications.
To deploy the code in Production (Releases)
To generate reports on Oracle for the specific applications.
To perform some Start of the day and End of the Day checks.
Status reporting.
To run the jobs/feeds in Unix.

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Kurukshetra University** in **2009**

Other Qualifications/Certifications/Programs:
ITIL Foundation V3

[^ Back to Top](#)

IT Skills

| Skill Name | Version | Last Used | Experience |
|------------------------------------|---------|-----------|----------------------|
| Unix shell scripting | | 2020 | 9 Year(s) 0 Month(s) |
| PL/SQL | | 2020 | 5 Year(s) 0 Month(s) |
| RapidSQL, Putty Connection Manager | | 2020 | 7 Year(s) 0 Month(s) |
| Oracle | 11 G | 2020 | 9 Year(s) 0 Month(s) |
| AUTOSYS | R11 | 2018 | 2 Year(s) 6 Month(s) |
| AUTOSYS | 4.5 | 2017 | 4 Year(s) 0 Month(s) |
| ITIL Foundation | V3 | 2017 | |
| SQL DEVELOPER | | 2020 | |
| TOAD | | 2017 | |
| Service now | | 2020 | 5 Year(s) 3 Month(s) |

[^ Back to Top](#)

Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | | | | |
| Hindi | | | | |
| Punjabi | | | | |

[^ Back to Top](#)

Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

[^ Back to Top](#)

