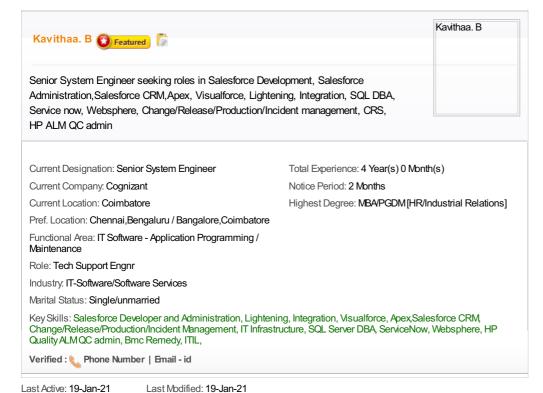


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Summary

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Possess around 4 years of professional work experience in IT industry as a Senior Systems Engineer for a well reputed IT Firm.

Work Experience

Cognizant as Senior System Engineer Sep 2016 to Till Date

Project Details:

Project Experience Project Name: Mainspring Development

OS/Platform: Windows

Technology Used: CRM, Sales cloud, Visulaforce, Apex, Lightning

Team Size: Around 50

Designation: Application Developer

Role: Mainspring developer (Duration From - Aug 2019? present day)

Organization: Cognizant Technology Solutions

Roles and Responsibilities

Involved in Designing, Developing and Implementation.

Development of modules within dead line.

Real Time Alerts using Streaming API

Requirements gathered for product development from various sources.

Preparation of Technical design documents for the product development.

Allows Accounts, Budgets and Budget Allocation, Projects, Tasks and Resources.

Work Experience | Education | IT Skills |

Real time notification alerts for task allocation.

Timesheet approvals and ticket creation.

Project Experience Project Name: MetLife - Change and Release Management

OS/Platform: Windows 10

Technology Used: UCD, App Dynamics, HP Quality Centre, Service Now, Salesforce

Team Size: Around 45

Designation: Sr. Systems Engineer

Role: Production support (Duration From - Jan 2018? July 2019)

Organization: Cognizant Technology Solutions

Roles and Responsibilities

MetLife LEM Service Release management team handles releases on Around 65 applications.

Ensure the changes are recorded and evaluated, and authorized changes are prioritized, planned, tested,

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. implemented, documented, and reviewed in a controlled manner.

Ensure all changes to Configuration Items (Cls) are recorded for use within the Configuration Management Process.

Monitoring the health of the critical applications that are due to release in stringent timelines, by smoke testing in the Lower Environment, to ensure the applications are available for the testers to test. In case of an issue have war rooms initiated and triage the issue to closure ensuring 90% availability of the application/environment. Worked on Status report, Metrics report, and Client Governance report compliance.

Experienced in Project Management, Service Delivery Management, Operations Management, Server Administration, detecting defects and issues in QA and Integration (testing and production environment) using Appdynamics, WebSphere and Salesforce tool under various domains like Insurance, and cognizant application support projects.

Project Experience Project Name: Cognizant Application Support (CAS)

OS/Platform: Windows 10

Technology Used: SQL, BMC Remedy, CRS

Team Size: Around 45

Designation: Sr. Systems Engineer

Role: Team Member/ L2 Analyst (Duration From - Sep 2016? Dec 2017)

Organization: Cognizant Technology Solutions

Roles and Responsibilities

CAS NPS handles issues on Around 10 applications.

Exposure to SQL (Knowing the Basic concepts in DML, to create new user & to provide access to specific DB, Job scheduling steps, Alerts and notification about the scheduled jobs).

Provided support on phoenix application (BMC) and Incident Management.

Handled issues related to CRS (Central repository database) data, data mismatch in destination applications using SOI

Handled issues on One Communicator, which includes process creation in UAT environment, along with production environment queries like updating HTML and XML templates in production and moving the processes from UAT to Production and various other queries regarding the One Communicator Platform from scratch. Knowledge in Run books, Monitoring.

Knowledge Management (Document & Web Based)

Good meeting management capabilities and client interaction experience / Customer handling skills.

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Education

UG: B.Tech/B.E. (electronics and instrumentation) from Anna University in 2016

PG: MBA/PGDM (HR/Industrial Relations) from Madurai Kamaraj University (MKU) in 2020

Other Qualifications/Certifications/Programs: Salesforce Platform Developer Cognizant certified professional in ITIL V 3.0 CIS Cloud Awareness Program

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IT Skills

Skill Name	Version Last Used	Experience
CRM		
Visulaforce		
ApexClass		
TRIGGERS		
Batch Apex		
SOQL, SOSL		
Process Builder		
SQL, BMC Remedy		

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Languages Known

Language	Proficiency	Read	Write	Speak
English		✓	✓	✓
Tamil		✓	✓	✓
Hindi		✓	✓	

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Affirmative Action Physically Challenged: No

Job Type: Permanent

Employment Status: Full time

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