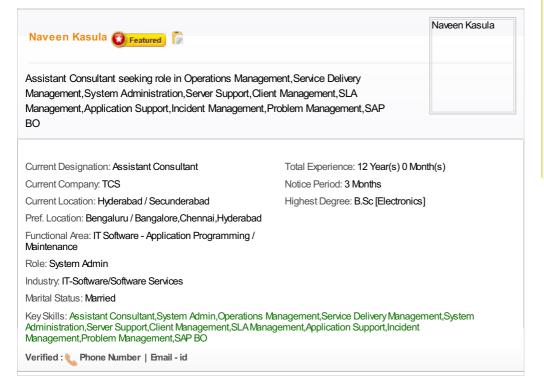


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Summary

Last Active: 21-Jan-21

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- * A result-driven professional with over 12 years of experience in SAP BO Application Support Engineering and System Administration
- * Hands-on experience in technologies like Business Objects XI R2, XI R3.1, XI R4.0, 4.1 & 4.2.; gained knowledge of AWS SYSOPS Admin. by attending 2 months training
- * Led the migration of Applications from Business Objects XI R2 to BOXIR3 and SAP BOBI 4.1 to SAP BOBI 4.2, deployment of Adhoc Webi or crystal Reports, universes, creation of new users, and assigning of roles and rights to users, creation of roles and droups
- * Spearheaded the clustering the BO servers; application of HTTPS/SSL to Tomcat Server

Last Modified: 21-Jan-21

Work Experience | Education | IT Skills |

- * Gained international exposure while working in Uruguay
- * Displayed efforts in operations management; led process excellence initiatives which provided client & business, benefits like increased process efficiency, reduced cost & risk and improved quality of service

Work Experience

TCS as Assistant Consultant Feb 2014 to Till Date

Growth Path: Feb'14 - Mar'15 as ITA Since Mar'15 as Assistant Consultant

Key Result Areas:

- * Solving major incidents and maintaining related documentation like root cause analysis report and known errors
- * Detecting and analysing software defects and inconsistencies and rectifying the same
- * Implementing, testing and monitoring the new deployments
- * Verifying accuracy of all completed incidents/ implementations, answering all inquiries
- * Resolving & managing escalations and monitoring utilization of existing resources and manpower
- * Interfacing with the new tenants among all project locations to clarify and explain software features
- * Monitoring daily tasks with the team members and ensuring that all incidents engagements are updated correctly
- Identifying issues & risks in a timely manner; developing/ implementing appropriate mitigation & contingency plans
 Monitoring & controlling projects with respect to cost, resource, time overruns and quality compliance to ensure
- satisfactory execution of projects
- * Supporting and providing inputs to the baseline cost structure & performance metrics; suggesting action to decrease cost and improve efficiency
- * Heading service delivery operations including KPIs, SLAManagement, Headcount & Forecasting
- * Defining service standards & guidelines, governance structure that act as benchmark for excellent service delivery
- * Steering daily service delivery, continuous development and improvement of services in accordance with targets/ objectives included in service plans
- * Conceptualizing & implementing customer oriented service policies, systems & SOPs for accomplishment of business goals

A

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- Working with Multi-domain Team to look for the automation opportunities in business process management
- * Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members
- Resolving & managing escalations and monitoring utilization of existing resources and manpower
- Infosys as Assistant System Engineer Trainee Jun 2008 to Feb 2014

Growth Path/ Deputations Jul'08 - Dec'14 as Assistant System Engineer, Pune Dec'14 - Feb'14 as System Engineer, Hyderabad

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Education

UG: B.Sc (Electronics) from Loyola Academy Degree & PG College, Alwal, Osmania University in 2008

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IT Skills

Skill Name	Version Last Used Experience
Business Objects XI R2, XI R3.1, XI R4.0	
Tomcat & IIS	
SQL Server, Oracle	
Windows XP, Linux & AIX	

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Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				
Marathi				

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Affirmative Action

Work Authorization

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

Job Type: Permanent Employment Status: Full time

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