

Rajesh Kumar Thankaraj

Technical Engineer

As a Technical Engineer having 7 years of Industry experience which includes Banking and Financial Domain and Application Support. Specialized in SQL, Front end development and Superior customer service skills. Responsible for leading a 4 member team and acting as an offshore Lead. Logical thinker. Puzzle solver. Quick learner. MERN Stack enthusiast with having considerable knowledge in JavaScript.



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🐙 github.com/RajeshKumarThankaraj

WORK EXPERIENCE

Technical Engineer

Finastra

03/2018 - Present

Trivandrum

Roles & Responsibilities

- Acting in a key position to **lead** the offshore Mortgagebot TECH & QA team.
- Understanding the **Banking Domain** in detail and implement the functionalities accordingly.
- Expertise knowledge in writing **SQL** scripts for Mortgage & Lending Products.
- Experience in integration and functional testing.
- Fixing the UI change requests and working on the new functionalities on demands.
- Team-oriented, individual and **self-starter** who excels at learning new processes, business functions and logic.
- Ability to simultaneously work on multiple deliverable by prioritising the assigned tasks.

Sr. System Engineer

Cognizant Technology Solutions

09/2014 - 07/2017

Coimbatore

Roles & Responsibilities

- Worked on a **client-facing** environment in an Application Support Team, responsible for end-to-end Application Priority incidents
- The ultimate ownership for the customer issues and coordinating with L2/L3 Technical team and Business team for the application enhancements.
- Application and Escalation 1st level **POC** for the **Cognizant Revenue forecasting** Application.
- Sharing reports and data analysis on all the delivery parameters to the Customers and Executive Leadership.
- Driving the SLA Adherence of the team and maintaining the Response and Resolution SLA.
- Have developed a strong interpersonal and communication skill by handling customers and support calls.
- Closely working with the **Automation** team to achieve the cost/resource optimization target.
- Key person in contributing, updating and approving **KEDB** (Known Error Database) documents for the resolutions.

SKILLS

SQL HTML JavaScript CSS

Bootstrap React JS JSON

REST API Testing Jira

Application Support BMC Remedy

SharePoint Admin PowerShell

Service Now TestTrack

Data Structures MS Office ITIL

EDUCATION

B.E in Computer Science & Engg

Nehru Institute of Technology - Anna University, Chennai

07/2009 - 04/2013

CGPA 6.13

M.Tech in Software Engineering

BITS Pilani

07/2021 - 04/2023

AWARDS

URLA Cursher (06/2020 - 12/2020)

Finastra

- For outstanding performance of URLA Project deliverable.

Hi-Five Shout of Praise (06/2019 - 06/2020)

Finastra

- Major contributor for the Finastra Site Level Employee Engagements Activities for FY 2019-20

WORK EXPERIENCE

Sr. System Engineer Cognizant Technology Solutions

07/2017 - 12/2017

Coimbatore

Roles & Responsibilities

- Environmental Support Analyst for the **MetLife** Insurance Applications
- Handling application deployments in various DEV & QA environments.
- Handling Priority tickets by coordinating different teams and owns the incidents or service requests and update the incident status.
- Monitoring application health status, logs and Providing **RCA** to the customer for any issues.
- Smoke Testing the application regularly after deployments and update the DEV teams.

CERTIFICATES

Completed JavaScript Essential Training on LinkedIn Learning
(06/2021 - 08/2020)

Achieved Gold Badge (5 star) from HackerRank for SQL (09/2020)

Completed HTML, CSS Training on LinkedIn Learning
(04/2021 - 06/2020)

Completed Cognizant Internal ITIL Foundation V3 certifications.
(09/2014 - 08/2015)

AWARDS

Associate of the Quarter
(01/2017 - 03/2017)

Cognizant

- For top Performer of the quarter across the BU

LANGUAGES

English

Full Professional Proficiency

Tamil

Native or Bilingual Proficiency

Malayalam

Full Professional Proficiency

Hindi

Limited Working Proficiency

HOBBIES

Travel

Puzzles

Ridding