**SUMMARY**

Highly motivated and goal-oriented professional committed to pursue a long-term career in Application Maintenance and support, with more than 11 years of experience in Java based application, with a clean track record in demonstrating strong analytical and problem solving skills. Providing L2/L3 support for BAU issues /ticket resolution and fixes

I am well organized; possess strong work ethics and willingness to work hard to achieve employers and personal objectives. I am a strong team player with excellent interpersonal and communication skills.

**EXPERIENCE**

• Over 11 years of expertise in application production support/development on application based on Java with Oracle 9i/10g/11, DB2 as database hosted on different flavors of Linux/AIX.

• Excellent understanding of Java, J2EE, and Eclipse.

• Well versed with Ajax, XML Java Script, Struts and Hibernate, JSON.

• Worked extensively on TOMCAT, Websphere, Jboss.

• Have the ability to quickly master new software and apply its full range of capability.

• Involved in process re-engineering for performance/feature enhancement.

• An enthusiastic learner with good communication skills.

• Experience in agile development and test driven development.

• Configuring Various tools to monitor application and batch jobs(ITRS /AppDynamics).

• Using best practices of ITIL to meet the SLA for incident tickets in 24X7 support environment.

• Using reverse Engineering to prepare Knowledge documents for team.

• Reviewing change and its impact for implementation.

• Handling High severity incident in effective way to minimize impact on application.

**Skill Set**

• Net beans/ Eclipse • JAVA, J2EE

• PL/SQL,SQL stored proc • SOA, WEB SERVICES

• STRUTS , HIBERNATE, Spring • Tomcat-6.0,Web logic 8.1

• Oracle 10/11, MYSQL. • Window/Linux/Solaris.

• AJAX, JAVASCRIPT • JUNIT, IBM MQ

**Current Responsibilities:**

• Investing the root cause analysis for issue and creating IA doc and corresponding JIRA cases.

• Resolving high serve remedy incident ticket to differ any impact by providing initial root cause analysis.

• Change support and health check review post implementation of change.

• Performing code review /impact review for new release. Approving the release by Vendor development team in CAB accordingly.

• Reviewing the vulnerability attack/hacking attempts on network.

• Reviewing the technical flow /architecture of new projects and impact on down stream/related system.

• CAPCITY management/monitoring of application.

• Reviewing/implementing the changes for the projects COCOA, RTP, ATP,SAM

• Implementing the interfaces for projects(shell scripting/ windows scripting) IBM MQ web services.

• Designing/implementing the monitoring tools /mechanism for servers/application (ITRS,BMC petrol, GEMS alerts, app dynamics).

• Review of the FSD and impact analysis for the system enhancements.

**Employment History**

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| **SL.No.** | **Duration** | **Organization** | **Designation** |
| **1** | JULY 2012 - Till date | Standard charted bank | Senior production support analyst. |
| **2** | Feb 2011 - JUNE 22 | Prosoft Cyber World | E-Com Developer |
| **2** | Sept 2006 - Feb 2011 | BHEL (Bharat Heavy Electrical Limited) Hyderabad | Project Assistant Engineer |

**Educational Profile (B.E CSE)**

Graduated from V.T.U BELGAUM in Computer Science and Engineering in 2005.

**Achievements**:

• SPOC award for support 2017.

• Designed dashboard for incident tickets for better monitoring and SLA

• Awarded the Q3 recognition award 2014. HK Award for 2013, 2014 for COCOA and RTP

• Installed and configured OBIEE11g and MIS reporting for COCOA

• Successfully implemented two integration project.

• Reengineering the modules for performance/feature enhancement.

• Batch review and reduced job failures by 45%.

• Integrating legacy system (J2EE) of BHEL Quality Services with SAP R/3 using Java Connection Objects (JCO).

**Major projects**

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| **Title** | Online banking and Mobile Banking | **Standard chartered bank** |
| **Role** | Senior production support Analyst | June 2017 – till date |
| **Technology** | Jdk1.8/1.6, WebSphere 8.x, IBM MQ oracle,11g/IBM DB2 ,web services,  Axway. Jboss FUSE,Tomcat. Spring web flow | |

Description:- Online and mobile banking application for the standard charted bank serving online banking service[web and mobile] to retail banking customers. Providing 24X7 high availability services to customer of Malaysia ,Singapore, Hong Kong, Pakistan.

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| **Title** | Trade finance | **Standard chartered bank** |
| **Role** | Senior production support Analyst | July 2012 – May 2017 |
| **Technology** | Jdk1.8/1.6, websphere 8.x, IBM MQ oracle,11g,web services,  Linux, Mule, Obiee 11g, Spring | |

Description: The projects COCOA[commodity trading], SAM[Sanctions and anti money laundering], RTP[Trade finance] providing the online solution of different segments of Standard Charted TRADE department. Spread across globe (42 countries ) the TRADE FINANCE department generates significant amount valuable business for STANADARD CHARTED BANK.

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| **Title** | ACEOP – B2B Ecommerce Solution | **Prosoft cyber world** |
| **Role** | E-Com Developer | Feb 2011 - JUNE 2012 |
| **Technology** | JdK 1.6, Weblogic /tomcat websphere 8.x, IBM MQ oracle,11g,web services,  Linux ,Mule ,Obiee 11g.iText 5.0 | |

Responsibilities/ Role as a E-com Developer:

I was involved as a E-com developer providing 24/7 support for the project I could successfully resolving tickets of priority level till 2 within given time.

Description: The purpose of the project is to sell the products through attractive channels and give business partners a personalized shopping experience and increase the productivity of sales representatives. This application is designed to accomplish complete web based order capture functionality in B2B scenario. It addresses two major objects: User administration and online shopping. User administration deals with creation, updating and association of user with Sold – to party. Online shopping deals with catalogue browsing, pricing, ATP, cart & checkout, shopping list & order history maintenance, and order approval chain. Complete solution is being developed as in SAP – ISA framework .

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| **Title** | PRADAN(Purchase Related Activity Data Access Through Network) | **Prosoft cyber world** |
| **Role** | Project Assistant Engineer | Sept 2006 - Feb 2011 |
| **Technology** | JdK 1.6, Weblogic /tomcat websphere 8.x, IBM MQ oracle,11g,web services,  Linux ,Mule ,Obiee 11g.iText 5.0 | |

**Description**:

It is an Internet based application named PRADAN which is present in the www.bhelhyderabad.com. This system is aimed at automating the process of the documentation system and material procuring system being used by the vendors who sell their products to BHEL .The PRADAN guides the vendors for process of manufacturing of the products based on the standard specifications of BHEL. It enables the vendors to check the standards specifications given by BHEL (quality plans) and inform the TPI and BHEL for inspection and acceptance of products delivered by them.

**PERSONAL PROFILE**

Name : Abhishek Kumar Mishra

Father’s name : A.N.Mishra

Date of Birth : 15 -09-1981

Gender : Male

Marital Status : MARRIED

Languages Known : Hindi, English

Nationality : Indian