VENKATESH M. MADDIBOINA

(Application Management Service Delivery Consultant II)

Mobile: +91- 9820665393/9987188091   **Email: venkatesh.maddiboina@dxc.com**

venka.m.m@gmail.com

Career Profile:

- Offering **14 Years of experience across the Banking and IT industry.**
- Results oriented IT Professional offering **functional experience in the areas of Government Business Module Application Services** and Quality. Currently working with **DXC Technologies (Formerly HPE) as Application Management Service Delivery Consultant II Technical Consultant (Level 3).**
- Expertise in end-to-end **Banking Domain** Functional Support, managing banking operations, team leadership, customer satisfaction and providing high standard customer services.
- Expertise in Government Business Module Application Architecture & Customization Support.
- Involved in design, implementation and troubleshooting of government business application and other online internet and payment system for transaction and functional interface.
- Possess sound knowledge of Service Desk Tools like **HP Service Manager and Monitoring Tools like HP Service Manager7, Microsoft Office.**
- Acting as a **Front end/Back end** support with Government Business Module Application related issues, trouble shooting and online support to the branches.
- Responsible for GBM Application Maintenance and support, L1 and L2 support, user training.
- Functional Support and call handling for Government Business Module Software.
- Hands-on experience with online and internet payment systems.
- Expertise in implementation of patches and packages on the Server for performance enhancement for latest version.
- Coordination with offshore team to simulate and monitor application error and fixing bugs.
- **Analyzing the Incident Logged by Service Desk Team and quality of resolution provided** and giving feed back to the Service Desk Team and Concern engineers on the same.
- Involved in the analysis of the Incidents on the basis of problem type, duration, priority etc to minimize the problem and for further improving the **QOS (Quality of Service).**
- Experience working with SQL Databases, such as SQL and Oracle. Able to create, update and maintain queries for test setup and troubleshooting analysis.
- Expertise in Manual Testing, GUI Software Testing, Performance testing, Black-box Testing, Functional Testing, and Regression Testing.
- Experience with comprehensive understanding of all phases of Test Life Cycle, including requirements gathering, test planning, and scheduling, testing, defect tracking, and reporting.
- Ability to work independently and with minimum supervision. Strong sense of responsibilities and quality focus, fast learner and excellent interpersonal skills is required.
- High attention to detail with excellent analytical and troubleshooting skills.

Technical Skills:

Database systems	SQL SERVER,PLSQL,ORACLE10G/11G
Operating Systems	HP-UNIX,LINUX
Application	Finacle version 7 / GBM version 2.5 & 2.8 (Accel Frontline Ltd)

- 14 Years of experience in Banking Domain (**Government Business Module (GBM)/ FINACLE**)
- Trained in all aspects of **Government Business Module** Operations.
- Ambitious and Hard Working committed to Excellence.
- Highly Capable of successfully contributing to the Organization.
- Ability to work under Pressure independently and as a Team Member or Team Lead.

Professional Experiences

- **DXC TECHNOLOGIES (Formerly Hewlett Packard Enterprise)**
- **Feb 2014 – Till Date**
  GBM Application Team Lead (Technical Consultant Level 3)

Project	Hewlett-Packard
Client	Bank OF India
Domain	Banking and Financial Services (Government Business Module)
Duration	Feb 2014 to Till Date
Role	**Technical Consultant Level 3**
Project Handled	• Implementation of Application in new OS version **HP UX (Itanium)** to provides better performance for Core Banking Transaction creation**.** • **Handled Pension Migration from legacy system to GBM database.** • Implementation of OROP (One Rank One Pension) for all Defence Pensioners • Implementation of Seventh Pay Commission for all Central Govt. Pensioners. • Implementation of EPPO (Electronic Pension Payment Order) Processing. • Implementation of Pensioner – Pay slip through e-mail. • Customization for sending pension credit SMS to pensioners. • Customization for sending interest credit SMS to PPF / SCSS / RBI Bond Account Holders. • Implementation of PPF Premature Closure Functionality in GBM. • Customization for capturing Pan Number / Aadhar number in PPF / SCSS / RBI Bonds. • Implementation of Custom Duty Payment (EXIM). • Implementation of Sud Life Insurance Premium Collection. • Implementation of online PPF Deposit in GBM Module • Implementations of Standing Instruction in PPF module. • Customization of e-kuber xml for all state govt. taxes.
Responsibilities	• Managing Team Performance and Progress. • Managing day to day GBM operations. • Managing GBM Applications Server. • Ensures Supporting Team is providing necessary support to the end users. • Managing customization & support requirement from client. • Ensuring that Calls assigned to team members thru Service Desk are resolved within the SLA. • Managing Yearly, Quarterly & Monthly Interest Application activities. • Managing development of reports using SQL & PL/SQL as per client's data requirement.

- **NELITO SYSTEMS LTD (A TATA GROUP)**
  Oct. 2005- Feb. 2014
  Executive / Sr. Executive (L1/L2/L3)

Finacle Core Banking solution is a web based, centralized, customer centric, fully integrated, multi-lingual application offering a sophisticated yet easy-to-use system for the complete automation of retail and corporate banking activities and ensuring accounting integrity, quick customer service and manage day-to-day tasks efficiently.

Project	Hewlett-Packard
Client	BANK OF INDIA
Domain	Banking and Financial Services
Duration	NOV 2005 – Feb 2014
Role	Executive / Sr. Executive L1/L2/ L3
Responsibilities	• Providing online Finacle / GBM Support to branch users via IP phone as well as on HP open view. • Identifying issues in jsp and java & escalating to higher level for rectification. • Handling Helpdesk Team whenever required. • Maintaining Good Communication with the Staff. • Creation of SQL Statements and also responsible for Updating in Oracle Finacle 10g Database. • Provide Feedback to L1's • Provide Solution to the HP Open view calls within the Defined SLA. • Providing training to New Joinees in different GBM Module. • Create Knowledge Base Document. • Worked on Service Improvement Plan Project (Configuration and Classification Review). • Executing CTL SQL loader during live and Test Migration. • Trouble shooting, Error handling during production. • Execution of pre and post migration scripts. • Updating in Oracle SQL statements • Assisting users for the queries related different types of Government Business Modules related schemes – CBDT, CBEC, Sales Tax, EXIM, NPS, Public Provident Fund, Senior Citizen Saving Scheme, Atal Pension Yojana, RBI Bonds, Pension Payment Processing and also Solving the queries of HP Open view. • Taking initiative in training of new jonnies including L1 & L2. • Updating Database knowledge on SQL for new L2s. • Providing training to new joinees in different GBM modules as per requirement

- **ICICI Home Finance Company Ltd.**
  May 2004 – Oct 2005
  Executive Back Office (Central Processing Centre) Inter Branch Reconciliation Team.

Project	**Sridhar & Santhanam (Chartered Accountants)**
Client	**ICICI Bank Ltd**
Domain	Banking and Financial Services
Duration	July 2001 – May 2004
Role	Verification Officer (Central Processing Centre) Account Opening Team.

Responsibilities	• Verifier of Saving Account, Current Account, Loan Against Share, Business Mulitiper Account, Debit Card Verification, Power Pay Account, Roaming Current Account. • Sign Verifier of Saving, Current, Business Mulitiper Accounts, Power Pay Account. • Interacting with various outsourcing agencies, correspondent banks and other departments of the Bank to provide faster and quality customer service. • Outstation Clearing Cheques Realisations. • Responding to Inter Branch entries & sending Mails for Unresponded entries

- **Sridhar & Santhanam (Chartered Accountants)**
  July 2001 – May 2004
  Verification Officer (Central Processing Centre) Account Opening Team.

Project	Sridhar & Santhanam (Chartered Accountants)
Client	ICICI Bank Ltd
Domain	Banking and Financial Services
Duration	July 2001 – May 2004
Role	Verification Officer (Central Processing Centre) Account Opening Team.
Responsibilities	• Verifier of Saving Account, Current Account, Loan Against Share, Business Mulitiper Account, Debit Card Verification, Power Pay Account, Roaming Current Account. • Sign Verifier of Saving, Current, Business Mulitiper Accounts, Power Pay Account. • Interacting with various outsourcing agencies, correspondent banks and other departments of the Bank to provide faster and quality customer service. • Assisted in Audit Formalities & Preparation of Report relating Account Opening, Clearing and Transactions.

Work Rewards/Recognition:

- Best Performer for the Quarter from HP in Bank of India Project in July 2008.

Educational Qualification:

- **Masters in Commerce, University of Mumbai**

Certifications:

- Government Diploma in Co-operation and Accountancy (GDCA)

Languages Known:

- English, Hindi, Telugu and Marathi.

Personal Details:

Address:

Geetanjali CHS, Bldg No G-15,
Room No 4, Sector 4, Sanpada,
Navi Mumbai - 400 705.

Date of Birth: 20th October, 1976

Marital Status: Married

Nationality: Indian

I assure you that I would conduct my duty to the best of my ability.

Place: Navi Mumbai   Yours Faithfully

Date:

                                                                          (Venkatesh M. Maddiboina)

Reference :

Muthuveerappan Ramanathan
DXC Technologies (Formerly Hewlett Packard Enterprises)
Head Customization (Bank Of India Project)
Mob : 7977734561.

Sajeesh K M
DXC Technologies (Formerly Hewlett Packard Enterprises)
Mob :   9819021562