SHYAM SUNDER   **New Delhi-110046**

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Professional overview

A Qualified with 8.1 yrs of professional experience in IT industry in areas of **Application Maintenance and Support.**
Presently associated with C-Edge technologies ltd. (a TCS-SBI ENTERPRISE) **Application support (Using software bancslink@24).**

Hands on experience in diagnosis, troubleshooting, and resolution of issues with IT systems and infrastructure, ERP. Windows and Sever technical support and network configuration,**Websites Create in CBS Application during create a new Server, File and Directory permissions**, **FTP creation for server security**. I able to efficiently and concisely document user calls/emails and maintain details separately for all calls logged outside of IT Helpdesk Maintain compliance with corporate. IT policies procedures. Microsoft office, data validation etc. Software and Hardware Management Tools, Data Leakage Prevention troubleshooting, diagnostics installation and resolution etc. Possess working knowledge of Data center management, File system, accounts and security management, Performance monitoring and troubleshooting.

Present Organization
Organization: http://www.cedge.in
Designation: Assistant System Analyst. Grade (T2)

Academic/Professional Course		
Year	**Examination/Degree**	**Institute/University**
2011	SOFTWARE ENGINEERING (GNIIT)	NIIT DELHI
2008	B.SC SCIENCE MATH (Hons)	JAI PRAKASH UNI-CHAPRA
2004	Class XII	B.I.E.C PATNA
2002	Class X	B.S.E.B PATNA

Brief Organization profile:

C-Edge is a joint venture, between Tata Consultancy Services Ltd. (**TCS**) and **State Bank of India** (**SBI**)Core Banking Solution that C-Edge offers on ASP is **TCS B@NCS-24** Software, an internationally renowned solution already adopted by 116 banks in 35 countries, including India, where it forms core of State Bank of India and its 6 Associates Banks' domestic banking. This service has been customized to meet the specific requirements of Urban, District Co-operative Banks and Regional Rural Banks in India.

- **Associate with C-Edge Technologies Ltd. (June2013 – Till Date) in the role of software support Consultant.**
  Company Profile: This Company is an Enterprise of TCS & SBI. It is working on Core Banking Solutions. B@ncs24 is the product of this company which is used by many national banks and **RRBs**.

A CBS implementation and support__Since June'13 till Now

Project/Client: CUCB-RRB

Work Highlights	**DESCRIPTION** This product, named B@ncs24, is developed by C-Edge. Basically designed for providing core banking solutions to the banks. In this project we are testing and implementing the core banking solution through B@ncs24 in Banks and provide the software support after implementing the software for all branches. **RESPONSIBILITIES** • Installation of the server 2003/2008 and Oracle 11g, installing the software as per requirement for core banking solution. • Providing the reports to the branches using queries like select, joining, Views, triggers etc. • To represent the software to the client • Providing the appropriate solution to the Client • Branch Server Maintenance and Monitoring/Troubleshooting, Creating DNS and Active directory.. • Table space & user creation, granting roles to users for front end database. • Writing Stored Procedure & Trigger. • Managing network related issues. • Active Team member of **HELP DESK Team.** • Providing Trainings to branch staff for Bancs@24.

Inside C-Edge Technologies Ltd C-Edge Technologies Ltd is a Technology, Infrastructure and Services provider to banks in the country. This company is promoted by Tata Consultancy Services Ltd.(TCS) and State Bank of India(SBI) as a Joint Venture company to * Provide transformational capability to the Indian financial services market, by addressing major technology needs of this industry * Be an integrated solutions provider and aspire to create a niche market for itself in India and abroad by leveraging the domain competencies of both parent companies * Create specialized capabilities offering * Strive to provide world class services to customers.

Experience Summary Wipro InfoTech	
Technical Support	**Since, Jan 2011 to June 2013**

Work Highlights	☞ Managing datacenter remotely for application, web, mail and database servers ☞ System support/development for other value added services to support and service better ☞ Work includes Development, Testing, Implementation, Troubleshooting and Maintenance of Different Websites and Modules. ☞ Having responsibilities to solve technical problems related to System administration (Server &Clients). Handling Operations, Installing software, applying patches, managing file systems, monitoring performance and troubleshooting alerts. ☞ Configuring systems over the network, implementing automated tasks ☞ Coordinating with application & database teams to apply patches, managing data environment for Physical & Logical volumes. ☞ Managing file systems, account and security. Creating, mounting, growing and shrinking system partitions using VERITAS Volume manager and managing Cluster environment using ☞ Having responsibilities to solve technical problems related to LAN/WAN of the Organizations as well as of clients. Maintaining and Troubleshooting Server, Send mail, DNS Server, FTP etc.. ☞ Handling day-to-day operations, troubleshooting & solving client & desktop & software problems ☞ Working knowledge of consoles like Virtual Infrastructure Client, ☞ Worked on Incident Management and Change Management through by RDC. ☞ Resolving memory, and disk performance issues.

Personal Profile

☞ Highly energetic and a quick learner.
☞ A very good team member, having good relationship building capabilities
☞ Always believe on delivering the results on time

Personal Epitome

☞	Name	:	Shyam Sunder
☞	Date of Birth	:	07 Aug, 1987
☞	Marital Status	:	Married
☞	Nationality	:	Indian
☞	Language Known	:	English, Hindi

Declaration

The information provided above is true to the best of my knowledge. I will try my best to do the work assigned to me
Without any postponement Hope you will give me a chance to prove myself.

(SHYAM SUNDER)