Syed Noveedh

Bangalore , India

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| **Email ID:** syed.noveedh@dxc.com | **Contact no.:** 9606796326 |

Profile

| **Total experience:** 3 years and 10 months | **DXC experience :** 34days |
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| **Current Job Title:** Support Analyst II | **Time in Current Role:** 34 days |
| **Visa/Work permit:** N/A | **Validity Date of Visa/Work Permit:** N/A |
| **Willing to relocate:** Yes | **Willing to travel:** Yes |

Profile Summary

* Having **3.7** yrs of Technical experience in production support with **UNIX, Shell Scripting, SQL**
* Having Experience on **Banking**  Domains.
* Having Good Experience on **AWK** and **SED** concepts
* Having Experience on scheduling jobs using **Crontab** scheduler.
* Extensively worked on **FTP** and **SFTP** commands.
* Proficient in **Oracle.**
* Having good experience in Implementation of **SQL queries**
* Having ability to learn new software tool in a short span of time and one of Good team member.
* Interacting with clients through call, mail or chat.
* Good experience in **Resolving tickets** and **Change Requests** with in **SLA**.
* Having excellent in communication, analytical and problem solving skills.
* Implementation of Documents according to the client requirement.
* Providing support to clients on 24/7 basis.

Skills

Top Skills (Technical/Nontechnical skills)

* Skill 1 – Oracle SQL , PL/SQL ( 3.10 Years)
* Skill 2 – Unix (3.10 Years)

Key Roles Performed

* Software Engineer – 3.10 Years

Industry Experience (if applicable)

* Banking Domain – 3.10 Years

Professional Work Experience

DXC Technology Dates

ITIO Access Management 19th Sep 2018

Previous Relevant Work Experience

Precifab Technologies pvt ltd 21st nov 2014

Software engineer

**Period:**  MAY - 2016 to SEP -2014

**Client:**  Deutsche Bank

**Domain:** Banking Domain

**Project Name:** CRES

* L2 support engineer.
* On Call Coverage – working on PRs
* Password xls management
* Resolved the move id issues.
* Implementation of the tasks according to customers’ requirement using Shell scripting.
* Forwarding to L3 team if fix is required
* Interact With onsite Class. Attend the Status call every day.
* Handle issues that are related to installation, update, configuration, operations or performance.
* Scheduled jobs using AutoSys, and updated the job progress.
* Monitor the webmail and check the server statuses every 2 hours and updated the client accordingly.
* Implemented new JIL programs (BOX, Command, Firewatcher jobs) and scheduled in AutoSys.

**Client: Mi-bank Suite of Application – Retail Internet Banking & Wholesale Internet**

**Domain: Banking Domain (Retail Banking)**

**Project Name: Mi-bank Suite of Application – Retail Internet Banking & Wholesale Internet**

* My role is L2 production support engineer.
* On Call Coverage- Resolved the issues based on priority that is by Ticketing tool.
* Analyze and Resolve field issues maintained on Dimension.
* Bouncing an application of servers.
* Deployment Support as well as migration support.
* Implementing shell scripts, SQL queries according to the customer requirement.
* Implementing the new SQL scripts, and enhancing the existed SQL scripts as per the requirement.
* Forwarding to L3 team if fix is required
* Transferring the files between the UNIX servers using FTP, SFTP and SCP commands.
* Extensively working with CoreFTP, bugzilla and WinSCP tools to transfer the files from Windows environment to UNIX environment and vice versa
* Decrypting and encrypting the files using crypt command.
* Interacting with onsite clients.
* Customizing the tasks according to customers’ requirement using Shell scripting, & implementing and automating the shell script as per the requireme

Work Rewards/Recognition

* Received client appreciations 2 times for deployment support.
* Got appreciation from Clients for working hard and reaching SLA and resolving issues.

Education

JNTU OF ANANTAPURAM India

Btech

Languages

Language 1 – English

Language 2 – Hindi