

# Rachna Dodia

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## Experience:

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### **~2 years | Application support Analyst for Telephony and IVR (BA-3) | Barclays Technology Centre, India**

Provide support to the multiple IVRs of Global Contact Centre for Barclays, Barclays Mobile Banking, Barclays Video Banking and few other desktop applications which handles Retail and Wealth Customers.

#### **Roles and Responsibilities:**

1. Leading automation from my team. Carried two automations coordinating with IPSOFT which saved 10 hours/month.
2. APAAS representative from my team. Heavily involved in migrating the applications from WAS to JBOSS (APAAS) and its testing.
3. Managing adhoc requests, BAU activities and providing On Call support.
4. Handling Incident Management, Problem Management & Change Management processes.
5. Carrying resilience testing -DR Test activity.
6. Maintaining strong relationship with the L3 team/technology stakeholders.
7. Carrying planning and testing of the applications during patching.
8. Created several Knowledge Articles for the Production team/users to maintain a knowledge base of known defects, issues, process, techniques etc.
9. Modified and created incident templates which routed the incidents to the appropriate team and drastically reduced the incident counts in our team queue.
10. Created standard change templates, scheduled reports to ensure compliance.

## Certification:

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ITIL Foundation Certified

## Education:

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Sr No	Exam passed	Year	University	Percentage
1.	B.Tech (IT)	2013-2017	Usha Mittal Institute Of Technology, Mumbai.	75%
2.	XII,HSC	2012-2013	Patuck Technical Junior College, Mumbai.	75%
3.	X,ICSE	2010-2011	Lilavatibai Podar High School, Mumbai.	79%

## Skills:

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### ➤ **Technical skills-**

- Technologies: IVR & APAAS(Red Hat Openshift)
- Windows and Linux Servers .Basics of Shell Scripting
- Database language: Oracle SQL
- Tools: Jenkins, Autosys , App Dynamics , SPLUNK, Wily, Cyara & Bladelogic
- Use SOAP-based web services
- Knowledge of common IT processes, including ITIL, Agile and SDLC
- Knowledge of Web based applications (certificates, IIS, Web Services)
- Documentation: Confluence
- Ticketing Tools: Service Now and Service First
- Programming languages: C, C++ & HTML
- Applications : Network Simulator 2 (NS2) & Simulation of Urban Mobility

- **Soft skills-** Self Motivated, leadership qualities, team player, adaptability, strong work ethic, management and organization skills.

## Academic Projects:

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**Major Project:** Performance analysis and mitigation of Black Hole Attack on VANET.

**Abstract:** VANET is used to collect and aggregate real-time speed and position of individual vehicles to optimize the routing process . The black hole attack is one of the well-known security threats in VANETS.

**Mini Project:** An Intelligent Traffic Light Scheduling Algorithm(ITLC) Through VANET.

**Abstract:** ITLC utilizes VANET which aims to decrease the waiting delay time at each road intersection and to increase its throughput.

## Achievements:

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1. Received Global Recognitions in Barclays for demonstrating Value of Excellence, Value of Service and Value of Respect.
2. Won 2<sup>nd</sup> position in 'PEN-IT'(Competitive Technical Paper Presentation on topic '3D Printing') organized by ACM at College level.
3. Won 2<sup>nd</sup> position in 'CODEX'(Competitive Programming) organized by ACM at College level.
4. Class representative of E-CELL(Entrepreneurship council of UMIT,SNDDT) in F.Y and S.Y.B.Tech. Became Secretary of E-CELL in T.Y.B.Tech.
5. Achieved 1<sup>st</sup> position in 'BEST ECO-FRIENDLY DIWALI MESSAGE' organized by NSS (National Service Scheme).