Tincy Varghese

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- ***7.11*** *years of experience with expertise in technical support and SME for different applications like web based, java, cloud, and desktop*

- *Experience in production support that includes working as an **Incident, Problem and Change** management team member and team lead.*

- *Tech savvy and can troubleshoot technical issues for clients with varying levels of technical expertise.*

- *Demonstrated proficiency with SQL ability to read and understand data models and write/update/run SQL queries.*

- *Familiarity with API tools like (ex: ESB monitor Tool (IBM product),Postman, Swagger, SoapUI) and Experience of API Integration and Implementation kind of assistance.*

- *Strong analytical skills to assess data quality and system issues independently.*

- *Knowledge and demonstrated understanding of enterprise-class business applications with low-latency, high performance and 24x7 environment.*

- ***Outstanding*** *and **commendable** performance throughout 7 years in working company. Flexible and adaptive with specialties in collecting and performing analysis. Proven history of increasing productivity and customer satisfaction.*

- *Team player who is self-motivated, detail-oriented, solution-focused and takes ownership of their work*

- *Performed in Application releases, platform upgrades, functional and configuration changes.*

- *Involved in Requirements Analysis, development and testing of software modules as per the project requirement.*

Certification
- *Associate Cloud Engineer*
  Issuing authority: ***Google Cloud***

Internal Certification
- *Infosys Global Agile Developer Certification*
- *Infosys Certified L100 - Fundamentals on Insurance*
- *Infosys Certified ITIL 2011 (Service Desk and Incident Management) Associate*

Education & Credentials
- *School : Karunya University*
- *Degree : Bachelor of Technology -Computer Science*

Products:
Oceanwide, ConceptOne ,Policy decision, First doc(Documentum),ImageRight

Technical Skills

- **Programming Language**   : Java
- **Database Used**   : SQL Server 2008,2012, SQL Anywhere 16
- **Operating Systems**   : Windows 2007, Windows 2008, Windows 2010
- **Web Related**   : Restful API, JavaScript, VBScript, HTML, XML, DQL Script, JSON,SQL
- **Middleware**   : SQL Client, Sybase
- **Application Servers**   : Apache tomcat
- **Domain**   : Insurance, Life Science
- **Tools/Supporting**
  Applications   : Swagger, Xml editor, Power Bi, Postman, Citrix, Beyond Compare, Eclipse, JIRA, Service now, SBM, VSTS.

Professional Experience

Company: Infosys Limited
2017-Present
Role: Technical Consultant
Project: Everest Boss Operations

Key Result Areas:

- *Provided T**echnical support** to business customers, performing RCA and solving business related problems to applications, product, workflow, or technical situation through incident and change management.*
- *Complete integrations in a timely manner and coordinate with customer's technical team to ensure successful implementation.*
- *Meet with clients to collect data and other information required to integrate the company's solution offering based upon the client's needs.*
- *Support existing integrations and work on support tickets through our technical support system.*
- *Report on implementation progress and project status internally.*
- *Support partnership accounts by onboarding new users and testing new integrations.*
- *Proactively identify potential risks, misconfigurations, and present alternative solutions.*
- *Communicate with clients throughout the implementation process to obtain feedback and approval.*
- *Ensure client satisfaction by providing technical and functional consultation to resolve customer issues.*
- *Follow a QC process for new integrations to identify and resolve issues prior to launch.*
- *Contribute to the internal knowledge base in Confluence to document lessons learned and implementation procedures.*
- *Participate in discussions with delivery, product & engineering teams during implementation should major issues arise.*
- *Educate late-stage prospects on the implementation process and answer any questions, upon request by a sales team member.*
- *Evaluate customer's set up requirements, current tech stack, and business objectives to define their implementation roadmap, as needed.*
- *Investigate, troubleshoot, and resolve complex issues with high level data analysis*

- *Build close relationships with clients via resolving the most complex tickets in a timely and accurate manner.*
- *Investigate and resolves customer tickets for both defects and non-defect issues and Identify common issues/determine root cause, provide resolution, and seek continuous improvement.*

- *Collaborate with QA and Development Team to help them ensure our released software is high quality and reliable.*
- *Be able to navigate error logs and translate issues to customers.*
- *Active participation in review, evaluate and contribute towards continuous improvement and able to handle critical problems and advanced troubleshooting independently.*

Company: Infosys Limited
2014-2017
Role: Senior system Engineer
Project: Life science

- *Worked on data zap and stored procedure updates using SQL and SQL Anywhere 16 and modifying/updating json data through SQL scripts.*
- *Performed **Requirements elicitation** with business.*
- *Involved in **Functional Testing, unit testing** preparing test cases and documenting the test results.*
- *Supported infrastructure, operations and integrations within applications.*
- *Have experience on fixing major issue like indexing, workflow and rendition issues, publishing the documents, templates of documents using Acrobat Pro, AZ learn, user groups and dictionary in First-Doc Documentum.*
- *Have conducted **R&D activity** on vendor analysis.*
- *Participating in **Problem Management** activities to determine root causes of incidents and developing work–around and permanent resolutions including reporting and trending.*
- ***Client Management:** Work closely with clients, ensuring an appropriate technical knowledge transfer and issue resolution occurs in order to provide an overall service.*
- ***Routine maintenance activities** such as server restarts, monitoring of system / application logs and general system housekeeping activities.*
- *Managing / participating with the full lifecycle of changes on allocated systems to ensure **change requests** are fulfilled according to company guidelines*
- *Have created automated reports using excel and Power BI.*
- *Worked in modification of JSON and SQL data using queries and stored procedure updates.*
- *Developed workflows for applications and worked on configuration changes and implementation.*
- *Report generation and table maintenance using SQL queries.*
- *Worked on platform upgrades and supported Sybase to SQL conversion.*
- *Analyzing the requirements and developing the assigned modules and unit testing.*
- *Worked on functionality and **configuration changes** using Java and java script and DQL script.*
- *Created **automatic** job for transferring the file using C# dot net.*
- *Worked in sync up activity, production releases and testing.*
- ***Single handedly** reduced the count of service request and incidents.*
- *Handled **super user** clients and have received appreciation from clients.*
- *Have provided knowledge transfer to newly joined team members to our project.*
- *Drafted project proposals and attended meetings with potential clients to foster business development.*
- *Monitored and frequently reported on project status to clients and verified all projects met client requirements and quality standards.*
- *Interacted with team and clients to develop and coordinate project requirements and workflow.*
- *Assisted customers in **defined SLA** by answering questions, responding to inquiries*

📇 Personal Details

Date of Birth: 16/05/1992
Languages Known: English, Tamil and Malayalam ,Hindi
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