## TINCY VARGHESE

## Pune-411027, India

## Mobile: +91 85478-14363/63603-03720 | Email: [tincy.varghese13@gmail.com](mailto:tincy.varghese13@gmail.com)

## LinkedIn: <https://www.linkedin.com/in/tincycv/> | Skype: live:.cid.2f4186ffa14aff73

## Best Time to Call: Any Time

**Associate Cloud Engineer | Technical Support | Production Support | API Integration | Software Testing**

## Profile Overview

* A technically competent professional with over eight years of rich and extensive experience in technical support and SME for various applications such as web-based, Java, Cloud, and desktop
* Hands-on experience in production support that involves working as an incident, problem, and change management team member and team lead
* Proficiency with SQL ability to read and understand data models and write/update/run SQL queries
* Extensive familiarity with API tools such as ESB monitor Tool (IBM product), Postman, Swagger, SoapUI, and API Integration and implementation kind of assistance
* Possess strong analytical skills to evaluate data quality and system issues independently
* Strong knowledge and understanding of enterprise-class business applications with low latency, high performance, and a 24x7 environment
* Adept at performing application releases, platform upgrades, functional and configuration changes
* Involved in Requirements Analysis, development, and testing of software modules as per the project requirement
* Efficient team player, detail-oriented and solution-focused professional with an ability to take ownership of work

## Academics & Accreditations

* **Bachelor of Technology (B. Tech)** in Computer Science from Karunya University, 2014

**Certifications:**

* Associate Cloud Engineer, Issuing Authority: Google Cloud
* Infosys Global Agile Developer Certification
* Infosys Certified L100- Fundamentals on Insurance

## Functional Expertise

## Production Support | Problem Management | Change Management | Troubleshooting | API Integration | Requirement Analysis | Testing & Development | Application Release | Platform Upgrades | Configuration | Project Management | Client Relationship Management | Ticket Management | Risk Analysis | Incident Management | Database Management | Continuous Improvement | Quality Assurance | Incident Management | Business Development | Research & Development

## Technical Expertise

|  |  |
| --- | --- |
| **Programming Languages** | 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 |

## Employment Contour

**Infosys Limited**

**Role: Technical Consultant 2017- Present**

**Project: Everest Boss Operations**

* Responsible for providing technical support to the business customers, performing RCA, resolving business issues towards applications, along with other technical errors via incidents and change management
* Playing a significant role in completing integration within time and coordinating with technical teams of customers to ensure successful implementation
* Meeting clients to collect data and other related information needed to integrate solution offerings of the company according to the client’s needs
* Supporting existing integrations and working on support tickets through technical support systems
* Reporting on implementation progress and project status internally along with supporting partnership accounts by the onboarding new user and testing new integrations
* Proactively identifying anticipated risks and misconfigurations and presenting alternative solutions
* Communicating with clients in the entire implementation process to gain feedback and approval
* Following QC process for new integrations and ensuring client satisfaction by offering technical and functional consultations
* Contributing towards internal knowledge base in confluence to document lessons learned and implementation procedures
* Educating late-stage prospects on the implementation process and answering questions upon request by the sales team member
* Evaluating customer’s set up requirements, current tech stack, and business objectives to define their implementation roadmap
* Handling troubleshooting, conducting investigations, and resolving complex issues along with developing a close relationship with customers by solving difficult tickets in a timely and appropriate manner
* Collaborating with QA and development team to ensure released software is highly reliable and quality-oriented
* Participating in review and evaluation and contributed towards continuous improvement along with handling critical problems and advanced troubleshooting independently

**Role: System Engineer 2014- 2017**

**Project: Life Science**

* Worked on data zap and stored procedure updates using SQL and SQL Anywhere 16, along with modifying/updating JSON data using SQL scripts
* Entitled to perform requirements elicitation with business and involved in functional testing, unit testing preparation test cases as well as documenting the test outcomes
* Accountable for Supporting infrastructure, operations, and integrations within applications along with gained experience in fixingsignificant issues 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
* Conducted R&D activities on vendor analysis along with participated in problem management activities to analyse root causes of incidents as well as a developed workaround and permanent resolutions, including reporting and trending
* Worked closely with clients and ensured appropriate technical knowledge transfer and issue resolution happens to offer overall service
* Performed routine maintenance activities such as server restarts, monitoring systems/application logs, and general system housekeeping activities
* Managed the entire lifecycle of changes on allocated systems to ensure change requests are met based on company guidelines
* Created automated reports using excel and Power BI
* Worked on modification of JSON and SQL data using queries and stored procedure updates
* Developed workflows for applications and worked on configuration changes and implementation
* Generated reports and table maintenance through SQL queries and worked on platform upgrades, supported Sybase to SQL conversion
* Analysed requirements and developed assigned modules and unit testing along with working on functionality and configuration changes using Java and JavaScript, and DQL script
* Created automatic jobs for transferring the file using C# dot net and worked in sync up activity, product releases, and testing
* Handled super user clients and received appreciation from them by providing knowledge transfer to newly joined team members in the project
* Drafted project proposals and attended meetings with clients to foster the business development process
* Monitored and reported on project status to clients to verify all projects met the client requirements and quality standards
* Interacted with team and clients to develop and coordinate project requirements and workflow, as well as assisted customers in defined SLA by responding to questions and inquiries