Senior Software Developer Senior Software Developer Senior Software Developer - UST Global Providing support of personal solutions section for one of the major Credit rating company in US. Support process includes troubleshooting Websphere/Apache based systems, Build & Release managment, Data analysis, application maintenance, release management, change management, incident management, SLA management, defect handling and resolving, batch job scheduling and monitoring.   Responsibilities: Handling Websphere and Apache related issues   Release/change/incident management activities and client interaction   Server administration   Implementing code builds and automated deployment procedures.   Resolving build and release dependencies in collaboration with other departments.   Outlined build and deployment procedures in consultation with developers.   Batch job scheduling and monitoring   Monitoring and scheduling instances in AWS   Analysing DataBase/Online sessions and report to corresponding teams   Analysing and resolving Production/Customer issues within SLA period   Supporting server level and application level changes   Root cause analysis on production related issues   Zenith Software Ltd. - Jun 25, 2011 - Oct 15, 2011 Designation: System Executive   Project SMGB Core banking Support Role Core banking migration support   Providing onsite support for SMG Bank for their core banking migration. Support process includes providing knowledge transition to bank staff on the new platform and providing technical support to the bank.   Responsibilities: System Engineer   Technical support of FINACLE   FINACLE trainer   Responsibility of banking activities during support period Work Experience Senior Software Developer UST Global February 2013 to Present Project Personal solutions support Business Domain Banking and Financial Services Role Senior Application Engineer Education MBA in INFORMATION SYSTEMS Bharathiar University 2016 BCA Mahatma Gandhi University 2011 Plus Two in Education Kerala Board of Higher Secondary 2008 Additional Information Technical Expertise   * Websphere/apache administration * Linux server administration * Oracle database programming   Skills Shell Script, AWS, SQL, Java Database Oracle 10g, Mongo DB, MySQL, SQL Server 2000 Monitoring Tools AppDynamics, CheckMK, Kibana, Apica, MongoDB Ops Manager, MySQL Enterprise Monitor, DataDog, Gomez Other Tools   Jenkins, WebSphere Admin, Apache Tomcat, TortoiseSVN, SUSE Manager,

ServiceNow, JIRA, Confluence, MySQL Workbench, SQL developer, SQL *PLUS, 3T MongoChef,

Tealeaf, Spotfire, Siebel, Pentaho

Name: John Kelley

Email: otorres@example.net

Phone: (511)448-6473x9321