

IT Analyst IT Analyst IT Analyst - Tata Consultancy Work Experience IT Analyst Tata Consultancy
2016 to Present Support production wholesale Core banking project and managing clients handling
production issues 24x7 and ensuring the stability of the application. Production Support Engineer
(Systems Engineer) DB-Internet, dbCoral and IDMS, Deutsche Bank AG 2013 to 2016 Resolved
Product issues and stabilized Product which has enhanced customer satisfaction. Solving the
Incident tickets and service requests on a daily basis. Addressing Customer Calls across Geo
Locations for quick resolution. Collate data for and help coordinate Capacity/Performance
Management. Reviewing of Implementation Plans & Release Documentation. Active
participation in Interface testing and End-of-Day/Intraday batch Support. Maintenance of
application and ensuring the system is available for business users. Regularly following up with
the development team to discuss the discrepancies identified during major releases of the projects.
Technology technical leads, project manager and Clients Control M 2008 to 2008 Windows server
2008. Good Communication skills to interact with colleagues and also have working experience in
On-site and Offshore work model. Managed two teams of 5 engineers for product enhancement and
delivered correction packages which reduced the customer found defects by 15%. Interacting with
on-site counterpart and client to understand the project requirement. Participate in daily status
meetings with team members, technical leads, project manager and Clients. Served as the Single
Point of Contact (SPOC) for Disaster Recovery activities. Coordinated with Disaster Recovery
Control Centre (DRCC) to maintain the integrity of production data, availability of application, risk
within given RTO (Recovery Time Objective) based on the criticality of application, Conducted
reviews on all the Incident Management, Change Management and Problem Management going to
production which led in reducing production issues by 60%. Client Service Representative 11
months of Onsite experience (Rotterdam) working and managing clients. Created a product
enhancement package for a core banking application which reduced payment delays to the
customers resulting in saving of hefty penalty to the tune of \$ 5 million. The penalty had to be borne
by the organization for a breach of timeline by the product offered. Played a key role in identifying
the root cause and quick solution delivery in many instances for urgent outstanding payments

delayed due to application failure, thereby overcoming the Business and reputation impact for the organization which amounted to \$ 6 million. Better understanding of Payment's terminologies like SEPA payments, swifts' tags etc. Acted as a Disaster Recovery expert in coordinating Disaster Recovery exercises every quarter for the entire Bank owned servers. Created a structured and sustainable process for system monitoring at hardware and software level thereby reducing manual intervention. Managed job automation and scheduling for the banking application thereby re-engineering its efficiency and transforming it into a benchmark for an ideal product. Interacted with the Directors and Vice Presidents of the Bank on a regular basis as part of the customer feedback and delivery excellence initiative driven by me at the project level. Implemented various best practices from Lean Six sigma processes at the project level which was later appreciated at organization level and incorporated in various other projects thereby leading to an efficient resource management within the organization. Education Bachelor of Science in Information Technology VPMS Rz Shah College - Mumbai, MAHARASHTRA, IN 2013 Navodaya English High School - Mumbai, MAHARASHTRA, IN 2008 Links <http://www.linkedin.com/in/raju-ajit-das-0192b275> Additional Information Core Competencies Business Analysis * Process Flow Development * Relationship Management * Project Management Team Leadership * Solution Advise * Technological Proficiency * Resource Management * IT service Delivery Communication * Change Management * Problem Management * Agile adopted Skills * Strategic Planning Risk Analysis /Management * Core-banking Production Support * SDLC * Client education & Support *ITSM Operating Systems UNIX, Windows, Mainframe Programming Languages SQL, UNIX Commands/Operations, Power shells scripts Databases SQL, Oracle, IBM storage racks Tool Control-M, ITRS Geneos, Putty Domain Banking and Financial Services (BFS) Key Skills UNIX, SQL, Incident Management, Problem Management, Change Management, Knowledge Management, Disaster Recovery

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