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| Abhy Sunny  <https://www.linkedin.com/in/abhy-sunny/>  17+ years of IT experience in Production Application Support, Maintenance and Operations. | **Date of Birth:** 21/09/1985  4/151, Puthussery House  Puthenpally, Varappuzha  Ernakulam, 683517  [**abhysunny@gmail.com**](mailto:abhysunny@gmail.com) |
| ROLE SUMMARY ***Senior Software Engineer –*** Nov 2021 – till date    ***Technology Lead -***August 2014 – Nov 2021 – 6 years 7 months  ***Technology Analyst*** *-* October 2011 - August 2014 - 2 years 11 months *Senior Systems Engineer/ Systems Engineer*-November 2009- October 2011 - 2 years*Junior Engineer*- Jul 2006 – Oct 2009 -3 years 4 monthsPROFESSIONAL EXPERIENCE **Project 5: Nov 2021 - Till date**   * Recognized as an expert in Documentum ECM applications. * Collaborates with Design Engineers, Developers, and Product Owners to provide support, administration, and maintenance for Documentum ECM applications.   **OpenText Documentum (20.x, 22.x), Input Accel/Intelligent Capture, D2, DQ-Man, MS SQL Server 2018, Azure IaaS, Azure Managed Instance, Service Now.**  **Project 4: August 2014– Nov 2021**   * Collaborated with Product Owners, Business Analysts, Application Developers, Design Engineers, and Business Partners on Content Migration, Level 3 Production Support, and Maintenance for Enterprise Content Management Applications based on Documentum and Alfresco platforms. * Accountable for managing the Support Team’s Key Performance Indicators (KPIs).   **Alfresco, Documentum 6.7, TeamCity, TFS,** **GitHub, New Relic, MS SQL Server 2018, Service Now, Rally,**  **Project 3: August 2011 – July 2014**   * Provided Level 2 Application Support and maintenance for customized EMC (now OpenText) Documentum Webtop, Documentum Compliance Manager, and Web Publisher applications, along with the upkeep of legacy ECM systems.   **Documentum Administrator, DQ-Man, Webtop, BMC Remedy**  **Project 2: August 2009 – Jan 2011**   * Served as a project/user administrator, tasked with generating and customizing reports for various testing and SCM tools. Collaborated with vendors and System Engineers on tool upgrades and migration proof of concept (POC) activities   **Quality Center, Test Director, Source Forge, Microsoft VSS, Dimensions CM.**  **Project 1: Oct 2006 – August 2009**   * Functioned as a member of the Global IT Service Desk, handling incident triage and communication during outages. Additionally, set up URL/Web service monitoring using diverse monitoring tools.   **HP Service Center (Ticketing tool), HP SiteScope, Adventnet Applications Manager** EDUCATIONICFAI Distance Education Distance Education *Master of Business* *Administration***2007 – 2019**Mahatma Gandhi UniversityUnion Christian College, Aluva, Kerala*Bsc Electronics and Computer Maintenance*2003 – 2006 **DECLARATION** I hereby declare that information given above are true to the best of my knowledge. Abhy Sunny Date: 10th May 2024 | SKILLS  * Alfresco, OpenText Documentum. * Java, PowerShell. * ITIL, Agile, CI/CD.   Leadership, Technical troubleshooting. CERTIFICATIONS Certified Administrator – Documentum Microsoft Certified: Azure FundamentalsITIL Foundation certificate in IT Service Management (AXELOS Global Best Practice)AWARDS Best Project 2009 - issuer Infosys Ltd  Spot Award April 2008 - issuer Infosys Ltd |