

Adrian M. Brian

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PROFILE

IT Professional with over a decade of experience with various tech stacks, corporate environments and customers from across the globe.

WORK EXPERIENCE

Technical Business Analyst

FEB 2023 – JAN 2024

CAE – London, UK

- As Technical SME contracted by Infogain UK, for CAE's Flight Plan Management Suite, migrated customers from local environments to the cloud (AWS).
- Maintain scripts for deployment and integrations.
- Testing/documenting new releases, or compatibility between older versions and existing third-party integrations.

Business Analyst (Delivery)

JUN 2016 - JAN 2021

Sabre Airline Solutions – Bangalore, India

- Subject Matter Expert for Sabre Product suite (SaaS based Crewing and Flight Ops software), handling delivery, maintenance and support of Sabre software hosted on remote servers.
- Analysis, replication and resolution/triage of issues
- Testing and documenting new releases and/or new or change functionality in modules.

Technical Support Analyst

SEP 2015 - JUN 2016

Hewlett Packard Enterprise – Bangalore, India

- Level 2 Technical Support and troubleshooting for Enterprise customers using custom in-house applications and Microsoft Office suite.

Technical Support Analyst

JUN 2013 – AUG 2014

IBM Global Process Services – Bangalore, India

- Remote Technical Support for IBM External Commercial Account End users, across North America, EMEA and AP, resolving incidents within the defined SLA.

SKILLS AND TECHNOLOGIES

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| • Database/SQL - Oracle and Microsoft (PL/SQL and T-SQL) | • Integrations (RESTful API, XML/JSON) |
| • Scripting (Bash, Batch, PowerShell, Python) | • HTML, CSS |
| • Git | • Django web framework |
| | • OS - Microsoft and UNIX environments |
| | • Agile and ITIL foundations |
| | • Technical Documentation |

EDUCATION

- **MSc Computer Network Administration and Management**, University of Portsmouth
- **Bachelor of Electronics and Communication Engineering**, Hindusthan College of Engineering & Technology