Mobile: +91-9677036912  
Email:Sailesh.M@cognizant.com

**EXECUTIVE SUMMARY**

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* IT professional with about 35 months of experience in Information Technology with Cognizant Technology Solutions.
* Extensively involved in migrations across various Mainframe environments like MVS, AS400 etc.
* Worked in a Software Configuration Management tool called MKS (Mortice Kern System).
* Daily interactions and co-ordination with Client for knowledge transition and process improvements, Checking the issues, failures or Data errors and resolving all customer request and Quality Reviews.
* Has excellent communication, inter-personal and analytical skills
* Clear understanding of the job and ability to work logically and methodically.
* Good decision making skills and prioritizing ability.
* Has excellent ability to handle production issues.
* Customer-focused performer who is committed to quality in every task from personal interaction with co-workers and users to high level of service provided to company/customer.
* Optimistic, dedicated, futuristic personality having immense focus on leadership.
* Ability to handle pressure in tight deadlines and will come up with new initiatives.

**KEY ROLE AND RESPOSIBILITYC:\Users\g.a.mishra\Desktop\fade_line_r.png**

* **Worked as Systems Management Support-**L1 support for handling incident requests and critical application support.Critically involved in creation, resolution and  
  escalation of incidents pertaining to production changes.
* **Working with Application Support / ServiceDesk** and well versed with ITIL framework (Change Request Management / Incident Management/Problem Management Consoles) i.e. Cirtix- BMC Remedy 7.0.
* **Monitoring critical production jobs** across two production Mainframe servers.
* **Validation of Linux and UNIX servers**on a weekly basis**.**
* **Batch Monitoring and Report Generation** using Remedy Queries and Macros in Excel thereby updating the client regarding process and delivery improvements on a daily, weekly, bimonthly and monthly basis.
* **Additional Deliverables:**To improve the process by developing more service improvements plans like automation and to interact with client SME’s for knowledge transitions and process improvements. Checking the issues, failures or data errors and resolve all customer requests.

**SKILL SETC:\Users\g.a.mishra\Desktop\fade_line_r.png**

|  |  |  |
| --- | --- | --- |
| **Languages** | **Expertise** | **Experience (months)** |
| Remedy 7.0 Utility | Proficient | 33 |
| JCL | Proficient | 33 |
| MVS | Trained | 33 |
| DB2 DBA | Trained |  |
| CICS | Trained |  |
| PL/SQL | Trained |  |
| C/C++ | Trained |  |

**WORK EXPERIENCE**C:\Users\g.a.mishra\Desktop\fade_line_r.png

**BNYM (Bank of New York, Mellon)**

**Employer:** Cognizant

**Domain:** Systems Management Support Level-0/Incident and Process Management.

**Experience:** 13 months

**Role:** Senior System executive

**Description:**

* Provided **Level – 1 Support and Asset Management** of Treasury Systems Services for the client.
* Involved in critical **application monitoring** like Flex, Treasury Edge, ACH, CBS etc.
* First point of contact for system alerts and job abends in Mainframes.
* Resolving and Monitoring of Mainframe job abends using **JCL** statements.
* Assessing priority of problems using Remedy priority codes in **BMC Remedy 7.0**.
* Extensively involved in creation and execution of **SPUFI** using **DB2 queries** in Mainframes, pertaining to critical production changes.
* Execution of **Online Forms** (DP8, OSJOB, OPERCHNG, JCLCHNG, DSDELETE) in Mainframes involving test to production dataset conversion, Job scheduling, JCL changes, table data deletion etc.
* Involved in complete **Process Management** like Incident creation, resolution and escalation process.
* Used BMC Remedy 7.0 tool for **Incident Management**, creating CRQ using **Change Management**, creating **Solution Databases using Problem Management**.
* Involved in creating **Remedy Queries** in BMC Remedy for incident fetching and reporting.
* Validation of **Office Manager Exchange** including validation of Linux and UNIX servers.
* Responsible of weekly **Inform** maintenance.
* Used **Cybermation tools like ESP work station** for Job monitoring and job scheduling checks.
* Used **PCOMM 5.5** for monitoring and resolving job abends across multiple Mainframe servers.
* **Batch Monitoring and Report Generation** using Remedy Queries and Macros in Excel thereby updating the client regarding process and delivery improvements on a daily, weekly, bimonthly and monthly basis.

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**Abbott Laboratories**

**Employer:** Cognizant

**Domain:** Application Lifecycle Management Support/Mainframe Administration.

**Experience:** 21

**Role:** Technical Lead

**Description:**

* Working as a project team member for **ALM Services** in performing **Mainframe production migrations** across multiple regions.
* **Job monitoring** and success/failure run checks.
* **Complete processing/maintenance** of Process Modification Requests and Turnovers.
* Performed **critical migration/decommission** activities across multiple regions like **MVS, MVS03, and AS400.**
* Supporting ALM tools like **MKS**, **IP S**witch , **Cygwin**, **Packet Tracker**, **HP Q**uality **C**enter, **IBM R**ational **C**hange, **IBM R**ational **DOORS** and.
* MKS migrations for ADC division.
* **Monitoring Remedy / ITSM queue** for both on hours and off-hours.
* **Configuring/Monitoring** MKS Source & mCPS request for System Profiles, Target Server Profiles and mapping.
* Processing **UNIX online request** configurations
* MKS/Quality Center/Change/DOORS/ITSM **queue monitoring** and resolutions.
* Following proper escalation mechanism for the ITSM tickets
* **Creating and Publishing variety of weekly/monthly/quarterly reports** from Mainframe/ITSM.

**EDUCATIONAL QUALIFICATIONS**C:\Users\g.a.mishra\Desktop\fade_line_r.png

|  |  |  |  |
| --- | --- | --- | --- |
| **Education** | **Course** | **Institute** | **CGP/Percentage** |
| Graduation | B.E (CSE) | PSVP Engineering College | 65.5 |
| Intermediate (12th) | State | Prince Matriculation Higher Sec School | 90.9% |
| High School (10th) | Matriculation | Prince Matriculation Higher Sec School | 84.5% |

**PERSONAL PROFILE**fade_line_r

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Sailesh Mohan | | |
| Father’s Name | S.Mohan | | |
| Date of Birth | 05thAugust, 1990 | | |
| Date of Joining | 19thOctober, 2011 | | |
| Relocation Preferences | Chennai | | |
| Language Competency | 1. English  2.Tamil  3.Telugu  4. Hindi  5. Malayalam | | |
| Hobbies | Reading, Sports,Cooking,Music | | |
|  |  |  |  |

**DECLARATION**fade_line_r

I, hereby declare that all the information furnished here is correct to the best of my knowledge and belief.

**(Sailesh Mohan)**