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Technology versatelist looking for opportunities to work in challenging environments and with new technologies. Demonstrated success in previous assignments involving system administration, maintenance, feature development and business analysis. Possesses excellent communication and interpersonal skills.

Summary

- 2.8 years of experience in the IT Services industry.
- As an enterprise software engineer designed, developed, programmed, deployed and supported technical solutions for business critical applications.
- Experienced in strategy transformation and platform migrations for production systems.

Skills

- **O/S environments** – Windows, Linux
- **Database** – MS SQL Server (relational database design, SSIS and SSRS), data warehousing and ETL tools; MongoDB
- **Languages** – C++, VB and C# (with .NET)
- **Mobile** – Android application development
- **Web** – Node.JS and PHP (server side), HTML / CSS (front-end); full stack development using MEANJS (MongoDB, ExpressJS, NodeJS, AngularJS)
- **Scripting** – Python

Work Experience**IBM – GLOBAL BUSINESS SERVICES****Software Engineer - August 2014 to present**

- Working as an offshore technical team lead for the migration of a data centre.
- Management of the entire application portfolio of the client across different geographic regions.
- Identification, assessment and mitigation of risks associated with the migration of production systems.
- Management of code repositories for in-house applications.
- Management of application configuration for vendor-provided applications.
- Planning and execution of post-migration integration tests.
- Management of communication with the client and with vendors.
- Re-configuration and deployment of production applications after server environment migrations.
- Responsible for immediate troubleshooting and for providing fixes for broken application functionality after the migration, before releasing the system to users.

System Engineer – April 2013 to July 2014**Data warehousing and ETL**

- Module owner and lead for the client's central data warehouse.

- Designed and implemented testing strategies for client deliverables extracted from the data warehouse.
- Business reporting analysis and development of SQL Views and SSRS reports based on business logic.
- Development of a techno-business workflow for a consolidated, up-to-date repository of information for the client.
- Proactive monitoring of ETL processes for runtime errors, debugging and quick issue resolution for data-related problems to ensure timely delivery of financial reports.
- Took the initiative of developing scripts for automating manual checks done for reconciliation of trial balances generated from the data warehouse.
- Analyzed existing ETL strategy and identified areas of risks which could cause failure in service delivery.
- Ran extensive logical and timing analysis on the ETL processes and developed algorithms to counter potential problems.
- Overhauled and redesigned the existing data warehouse and ETL processes, which reduced manual effort in fixing frequent defects by 60%.

Solutions specialist

- Enabled the migration of a business critical application from the existing infrastructure to a vendor-hosted cloud.
- Analysis of business requirements for the cloud migration and design of technical solution.
- Estimation of effort for the proposed technical solution.
- Designed and deployed an end-to-end workflow for the transfer of user data to the vendor from the client's network using an asymmetric encryption setup.
- Deployed and configured the entire PGP Encryption setup on the client's infrastructure.
- Took the initiative of suggesting and implementing improvements to other existing processes involving transfer of user files and data to external networks, which resulted in operational cost savings for the client.

Associate System Engineer – August 2012 to March 2013

Application development and support engineer

- Enterprise application support for business-critical production applications and IT operations.
- Expertise in providing 2nd and 3rd Line support over voice and emails to end users.
- Deployment of patches and bug fixes to production environments.
- Troubleshooting, debugging and resolution of issues related to production applications.
- Identifying and providing Root Cause Analysis for high severity incidents.
- Coordination between end-users, vendors and other support teams for resolution of issues.
- Management of IT communication regarding application maintenance and outages.
- Documentation and maintenance of process and technical documents.
- Change request management and process compliance.
- Documentation and maintenance of process and technical documents.
- Designed and implemented cross-technology solutions for minimizing manual effort spent in repeatable processes.

Honors and Awards

SPARK - IBM Excellence and Eminence Award – 2014 November, 2014

Awarded for demonstrating innovation in technology and in improving service delivery models based on client needs.

IBM Manager's Choice Award *May, 2014*

Awarded for prompt delivery of technically sound solutions during high pressure situations to meet business objectives.

Client Appreciation for Innovation in Technology *November, 2013*

Formal appreciation for adapting and innovating in technology for the benefit of the client.

Education

Manipal Institute of Technology *July 2008 to June 2012*
Bachelor of Engineering, Electronics and Communications

CGPA: 8.38 / 10

Clubs and Activities

- Advisory System Programmer, Institute of Engineers - Electronics & Communication (Student Branch).
- Runner up at NIT-K's Technology Business Incubator event, 2011.

Personal Projects

Adaptive Food Recommendation

- Developed an Android application for adaptive learning and recommendation based on previous choices.
- Uses core concepts for native Android application development.
- Dynamic modification of layouts to optimize utilization of system resources.
- Three-tiered architecture to allow easy modification of front-end views.

News aggregator for e-Readers (Python 2.7)

- First developed in PHP, this was later ported to Python.
- Reads the XML feed of a leading daily newspaper; extracts links and aggregates news content from the extracted links.
- Uses web scraping libraries to navigate to relevant tags and extract content.
- Compiles and formats the links into an e-book and sends it to e-readers as a newspaper.

Goodreads book ratings (Python 3)

- Fetches a list of purchased e-books and gets the aggregate user rating for each book.
- Uses the Goodreads API for requesting data as an XML file as a response to the API's http request.
- Compiles the book ratings of one's digital library as a CSV file and emails it to a designated email address.