**Arvin Singh**

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**Application Support Operations Manager Profile**

*Analytical and innovative professional with extensive experience in application support, database administration, and change management.*

Skilled in tracking and communicating issues to management and other business partners and providing precise support to new/modified application changes. Proven track record of excellence in developing applications using Microsoft technologies and demonstrating in-depth understanding of applications development integration within overall technology functions. Adept at communicating effectively with infrastructure and assisting technology groups in a competitive environment to drive problem resolution and service levels.

*Operational & Application Support / Project Management / Problem Solving*

*Web Designing & Development / Customer Service Management*

**Professional Experience**

**Front Office /Manager** (Jan 2013 – Present) Aegon UK (Cofunds business unit), London

Manage and encourage a team of five technical analysts accountable for site reliability of production and test environments. Provide continuous coverage of Cofunds digital savings external web services and shift based provision of internal applications and STP dealing. Deliver technical guidance and architectural direction for operational assistance and project deliveries, including consideration for IT security and business continuity. Review and implement strategies and procedures to optimize departmental efficiency and resilience. Arrange KPIs and SLA reports for team performance and presentation at monthly managements meetings. Follow IT Service Management (ITSM) based on ITIL best practices. Supported majority of the bespoke applications excluding several SharePoint installations and configuration of F5 load balancers.

***Key Achievements:***

* Developed applications using Microsoft technologies that include .NET and SQL Server 2008/2012 on Microsoft Windows 2008/2012 servers and IIS7.5/8.0.
* Represented as member of CAB (Change Advisory Board), change management meetings, and performance and capacity group.
* Rolled out 100% disabling of TLS 1.0 and TLS 1.1 on all production and test environments.
* Guaranteed all changes to Cofunds production environment being properly evaluated for IT operations impact and administered through development lifecycle to lessen implementation difficulties.
* Contributed with a team supporting application that processed and managed £64B assets under management.
* Rendered training and development support to wider team to improve individual growth and augmented knowledge sharing.
* Rolled out 100% Web Application Firewall (WAF) against externally facing websites in Test and Production.

**Technical Support Services Analyst/Team Leader –Front Office** (Dec 2008 – Dec 2012)

Held accountable for overseeing front end servers as well as dealt platforms for technical issues and resolved them efficiently on timely basis. Performed migration of environments from one server to another. Held responsible for releasing data fixes, bug fixes, and releases into test, dev, and production environments. Liable for code deployment, system configuration in production, and test environments.

**Key Achievements:**

* Established and designed PowerShell and VB scripts to help out in daily support processes.
* Elevated F5 Big IP LTM from 3600s to 4000s in production and DR without any loss in service.
* Streamlined release processes into Production and Test by updating PowerShell scripts and transformed them for quarterly deployments.
* Determined cipher suite concerns that affected externally facing servers after windows up gradation creating a handshake mismatch between F5 and Servers.

**Additional Experience:**

* **Consultant (Project Brokers)** at Credit Agricole, Investment Bank, London
* **Application Support** at British Petroleum (BP) International, London
* **Application Support** at Cable & Wireless (Bulldog Broadband), London
* **Project Manager/ Business Analyst** at ZSAH Ltd, Software and Web Development, London
* **Web Developer** at Blue Dog, Web Design, London
* **Web Developer** at Job Circus (Careers Site), London
* **Web Developer** at Pukka Web (Web Development For Media Industry), London
* **Web Developer** at 3LA.COM (Web Development), London
* **Graduate Developer** at World Online (Internet Service Provider- Now Tiscali), London

**Education and Training**

**BSc (Hons) in Computer Science**

University of Westminster, London

***Technical Proficiencies***

Support Skills

MS Windows 2003/2008/2012 Server configuration - Ability to set up server, users, User profiles and security, MSCE (Course Taken) TCP/IP Networking, MCSE (Course Taken) IIS (Internet Information Services) Web Services Management | MS SQL Server 2008 R2/2016 SP2 | MSCE (Microsoft Certified Engineer) MS SQL Server 2005 | Monitoring (SiteScope, SolarWinds, Azure Application Insight) | Support N-Tier .Net Applications | QlikView and QlikView Publisher | SharePoint support | ClearCase | F5 Load Balancers/ASM | ITIL Foundation certified | TFS 2015 (Team Foundation Server)

Development Skills

ASP (Active Server Pages) Server side scripting language | PowerShell scripting | Microsoft Visual Studio/Visual Interdev 6.0 | MS SQL Server (DBA) - Database administrator level | T-SQL/ Stored Procedures (Good) | Linux PHP/MySQL - Server-side scripting language | MS Visual Basic – forms, macros and modules with MS Access and MS SQL Server | Basic Java Script – including client-side validation of user forms