Arun Kumar   E-mail: arun.tosa@gmail.com
Cloud Application Support Engineer   Phone: 414-204-3156

Objective

I have more than 4 years of experience in Application Support for Banking & Financial Services and seeking a secure position in a growing organization with stable work environment that will lead to a lasting relationship. (Availability – Immediate, Location – Edison, NJ)

Experience

1. **Cloud Application Support Engineer**

3iTABS, Edison, NJ
September 2017 – Present
- Working knowledge on AWS, Cloud architecture and DevOps tools like Git, Jira, Docker, CI / CD, and Jenkins
- Expert in identifying and recognizing best practices for AWS cloud architecture considerations to effectively design cloud services, plan and monitor appropriate web services using Amazon S3, EC2, Cloud formation, Amazon VPC, Identity and Access Management to code and implement highly secured cloud solutions.
- Working knowledge in creating container images, containers using Docker and managing them in a Linux environment
- Knowledgeable in CI/CD pipeline and building and deploying packages using Jenkins
- Hands on in Git version control, creating builds from repository, deploying Maven builds in Jenkins in different environments

2. **Application Support Engineer**

AKCS Private Limited, Chennai, India
July 2015 to September 2017
Synopsis
The proprietary KYC platform enables a single shared KYC record for the customer to the extent permitted by applicable local laws and regulations and links related accounts to maintain a comprehensive understanding of clients and accounts throughout the bank and across lines of business.

Key objective of our proprietary KYC is to evolve from business specific implementation of KYC requirements and policies to a standardized global view of a client through a common KYC record based on standards set by client type. This represents a fundamental paradigm shift for us that allows a corporation or individual to have KYC standards applied regardless of location or business affiliation.

Responsibilities
- Played a key role in Application and Production support for DB patches promotion to production
- I work to reduce the number of Production change requests by efficiently planning the changes in PROD.
- I give multiple inputs for building, production metrics analysis that includes comparison of technology components, production issues, problem tickets, monthly breakups and monthly change request metrics.
- I create and automate templates for control files and other necessary documents that helps to speed up the process for sending the release documents which comprises the PROD changes.
- I play a key role in KYC managed services by triaging issues, data patch deployments, ServiceNow Utility management and incident creation
- I validate the build packages via SQL developer & UNIX and proactively carry out PROD deployment, with risks being reported to concerned stakeholder to mitigate in time

Arun Kumar
E-mail: arun.tosa@gmail.com
Cloud Application Support Engineer
Phone: 414-204-3156

- I monitor and propose appropriate processes in place to overcome Crisis/Incident from time to time and escalate issues with authorities and ensure the team follows prescribed incident & problem management process to avoid pitfalls
- I log issues and resolutions utilizing Best Practices and standard tools like ServiceNow and created custom system or process documentation as needed
- Mastered the entire KYC Application architecture and components, liaised with DEV, DB, ETL, Build, RCM teams to schedule deployments
- Made sure the PRB's are deployed timely, only after being tested and signed off in the PROD and ensured to accommodate any last-minute Business critical PRB fixes
- Served as the primary point of contact of validation for deployments and release
- Coordinating and escalating issues with multiple teams like Release and Change Management team, Build team, Compliance team, Development team with appropriate level of urgency
- Crisis/Incident Management, escalating with appropriate authorities and ensured the team follows prescribed incident & problem management process
- Validating the build packages via SQL developer
- Proactively carried out PROD deployment, with risks being reported to concerned stakeholder to mitigate in time
- Properly logged issues and resolutions utilizing Best Practices and standard tools and created custom system or process documentation as needed

Education

- Associate Degree in IT, Milwaukee Area Technical College, Milwaukee, WI
- Bachelor's Degree in Engineering, Madras University, Chennai, India