Mahamood Ali Shakir

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Objective:

With over 14 years of experience in Production Support, specializing in AutoSys scheduling and monitoring using CA Workload Automation AE and AutoSys R11, I bring extensive expertise in application support, password access management, and end-to-end business automation. Skilled in leveraging Dynatrace and Splunk for proactive monitoring, ensuring optimal system performance, and managing security incidents to safeguard sensitive data. Proficient in Security Audit Control, Release Management, and RPA tools like UI Path, with a proven ability to maintain compliance and drive operational efficiency in Production Operation

Professional Summary: *STG INFOTECH PVT LMT*

Senior Software Engineer, Ford Motor Company- 2012-current

- Strong Working Experience as Senior Software Engineer at Security Audit Control at Ford Technology services India (client Location) from System Technology Group for 12 Years.
- Calendar scheduling of jobs through CA workload Automation based on client requirements and resolving job failures based on SLA.
- Create JILs based on client requirement and migrating them to both Testing and Production environment
- Troubleshoot batch failures to determine cause (review AutoSys log) and fix/escalate issues.
- Extensive support during DCoF Migration of ASR application to Corporate AutoSys by handling Pre and Post hurdles during business cycle.
- Flawless support during Batch Processing, Disaster Recovery test, Archival process, Planned Maintenance, Unplanned Power Outage and Deployment.
- Co-Ordinating with Application owners on operations towards timely processing of jobs.
- Writing SQL queries and basic scripts for client based on requirements.
- Provided extensive support and implemented monitoring tools (Dynatrace, Splunk to optimize application performance.
- Provided L2 level support on for Autosys Engineering, Unix servers support and Passwords across the platforms over 100+ Apps on different platforms like Java, .NET and Mainframe agents across diverse technologies.
- Created 300+ analysis dashboards in Dynatrace for performance insights and business requirement to major business transactions.
- Implemented log monitoring and alerts using Splunk and Autosys logs analysis.
- Supported migration activities (DCoF to AutoSys, App on to Dynatrace managed seamlessly.
- Worked extensively on Robotic Process Automation (RPA) using UI Path.
- Perform password update in PAM tool and PAM digital envelope.
- Access management is handled in PAM tool through ServiceNow Request. Automatic password reset will be done once the User Check IN and Check Out Password in PAM tool.
- Provide Weekend Launch and Migrations activity support in PAM tool.

- Handling Request through ServiceNow and resolving tickets through BMC remedy within SLA.
- More than 80 Ford Plant floor applications password reset is performed individual and configured the same password in server's config.
- Involved in Deploying the code in various Markets interface like China, Thailand, Vietnam, Australia, Japan Etc for Ford Panda Application (Build Release and Management)
- Manage Mainframe abends/requests to submit job/flush/cancel the abended job in queue.
- Development Experience in Robotic Process automation tool UI Path for 1 year.
- Having Knowledge in Mainframe Tool.
- Good experience in AutoSys Admin, 1000+Autosys Jobs Monitoring, Running SQL Stored Procedure, Monitoring UNIX servers, Crontab jobs.
- Strong debugging and analysing skills in Operations
- Good Experience in Data Replication, Disaster Recovery, Data Purging Activities
- Having strong experience in resolving critical issues in Production environment
- Very strong experience in UAT testing and test case preparation
- Given Support on Changing to Production Server to DR server
- Good Communication and Interpersonal skills, Having Good leadership qualities
- Resolved internal client issues by proper and timely identification and escalation.
- Assisted in configuration, development and testing of AutoSys JIL and other scripts.
- Creating Calendar for Autosys jobs, Fixing the failed Autosys jobs.
- During Application upgrades/Maintenance, Putting Autosys jobs ONHOLD, ONICE steps and removing the Calendar.
- Prepared system documentation for development and staging of software applications through Run books.
- Provided technical assistance for development and maintenance of AutoSys and related scheduling solutions.
- Participated in scheduling development lifecycle stages such as requirements gathering, implementation and relevant maintenance.

Yalamanchili Software Export
Senior Production Support Engineer, Indian Overseas Bank 2009-2012
Roles and Responsibilities:

- Perform implementation and testing in production system
- Writing shell scripting for enabling monitoring activities in production environment
- Having experience in resolving Client issues
- Involved in Coding Shell Script based on the requirement
- Updating and sending Daily and Monthly MIS reports to Client
- Analysing the reported issue in production environment and providing solutions with root cause
- Handling all kinds of Client and Customer related issues

Technical Skills
- **Operating Systems**: Windows, UNIX, Linux.
- **Monitoring Tools:** Dynatrace, Splunk
- **Languages:** SQL, JIL in Autosys
- **Cloud Platforms:** GCP, Pivotal Cloud Factory.
- **Tools:** Udeploy, Alteryx, Jenkins, GitHub.

Education: - Bachelor of Technology: Information Technology *Anna University Chennai*