

# ANKUR SINGH

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## SUMMARY

Techno-Functional IT expert with around 17 years of experience in Application Management & Services, Production Support/Application Support, Business Operations, Digital Transformations, Cloud Implementation, IT Autonomics Automations ( PAAS, SAAS Engineering Platforms ), Robotics & Process Automation ( RPA ), Cognitive Automations, NLP Automations, AI ChatBots Automations, ITIL Framework aligned activities with significant exposure to Service Design, Transition, Operations, Continual Service Improvements, Integrations and related DevOps initiatives. Good experience in the Telecommunication Sector and functional side of Investment Banking ( BFSI Domain ), especially, Banking Capital Markets, along with reasonable exposure to the Health Care Domain.

- Adept at understanding business problems and applying technology to formulate workable solutions in a high-pressure environment
- Demonstrated capacity to identify root causes, strategically allocate resources and delegate tasks to achieve on-time, on-budget lasting resolutions' delivery
- Ability to easily grasp and put into application new ideas, concepts, methods and technologies
- Thrive in both independent and collaborative work environments
- Strong conflict resolution/liaison/mediation, analytical and interpersonal skills

## TECHNICAL SKILLS

Operating Systems	Linux, Unix, Windows
Scripting & Programming Languages	Linux Bash Shell Scripting, Perl Scripting, Java Programming, SQL, PL/SQL, Python Programming ( Pandas, Beautiful Soup, NumPy, SciPy, PlotLib ), Selenium, Node.js, Express, Twiml, React, Angular, JavaScript, Go Lang Programming, Kotlin Programming, C#, .NET Core, ASP.Net Framework, C & C++ Programming, Micro Services, Spring Boot Programming, Vue.js, Rust, Cube.js, C#, Robocorp RPA & Python Framework, Salesforce Cloud, Velocity Development, Order Management, Orchestrators, XOM, SFDC, Omni Studio
Databases	Oracle, SQL Server, MySQL, MongoDB, NoSQL, PostGreSQL
Scheduling Tools	Cron job scheduler, Autosys, Ctrl M, Windows Scheduler
Version Controls	Perforce, GIT, BitBucket, GitLab, GitHub
Ticketing Tools	JIRA, ServiceNow, IPsoft Amelia IPcenter, Abacus, FreshWorks ( FreshDesk, FreshService, FreshChat, FreshBots, Orchestrator Integrations, Workflow Automator, Sandbox )
Monitoring Tools	IPcenter, Splunk, Autosys, Foglight, Nagios, Geneos, Ctrl M, AppDynamics
Robotics & Process Automation (RPA) Tools	Automation Anywhere ( AA ), UI Path, Blue Prism, Isoft 1Desk Amelia, Chatbots ( Amelia, Luis, Lex ), Natural Language Processing & Generation Engines ( NLP / NLG, NLU ), Transcription Engines ( Speech - Text, Text - Speech ), AI Artificial Intelligence, ML Machine Learning, IT Autonomics, Service Now Integrations, Twilio NLP Configurations, AI Conversational ChatBots, Selenium Automations & Integrations, Robocorp Automations ( RPA Framework, Python Framework Automations ), Generative AI models, LLM Large Language Models, Multi Cloud Architect, Big Data Science, Data Analytics, Data Engineering, AI Architect, Azure Data Bricks, Data Lake, AWS Glue, Computer Vision and more Tools & Platforms, Power BI, SAS Data Flux Management Studio, ORM, GraphQL, Keras, OpenCV
Server Automation	IPcenter ( IPautomata ), IPsoft One Desk ( 1 Desk), Jenkins, Docker, Kubernetes
Development Stacks	Java Full Stack, MERN Stack, MEAN Stack, MEVN Stack, Django, Flutter, Ruby on Rails, Python Full Stack, Python Flask
Others	Scrum (Agile - Sprint Cycles) Trained, FIX Messaging Protocols, Networking Protocols, IBM Message Queues (IBM MQ), Batch Jobs Management, Microsoft Visio, SOAP / REST Web Data Services APIs, TIBCO, Continuous Integration Tools (Teamcity, Odyssey), Fobocca, Release, Change, Problem, Incident, Deployment, Knowledge Management ( ITIL Framework), Weblogic Middleware, Tomcat, Chef, Cloud Operations (AWS, Windows Azure), Vagrant Virtual Manager, Amazon Web Services, DMAIC, Six Sigma, Confluence, Puppet, Git, Sharepoint Administration, Spring Boot, MicroServices, Web Development, Domain Registration, Hosting, App Development, SEO, SEM, Digital Marketing, Start Up Exposure, Cyber Security, Cryptography Awareness (Symmetric / Asymmetric encryption algorithms), exposure to networking concepts and protocols (IP, TCP, UDP, HTTP, IPSec), TCPDump, Wireshark Tools, Oracle Infrastructure, Platform Engineering, Site Reliability Engineering Initiatives (SRE), Kafka, Grafana, Prometheus, Alert Monitoring, ESBs, Logs. Troubleshooting, Heap Dumps, Thread Dumps Analysis, Code Debugging, Project & Program Management

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## WORK EXPERIENCE

- **SirionLabs Private Limited, Gurgaon, India** **Nov 2021 – Dec 2022**  
**Lead – Application Management ( Operations, Development, Cloud Integrations & Automations )**

*SirionLabs is a growth-stage company building breakthrough technology in Contract Lifecycle Management. They are hosted on AWS utilizing Aurora, Redshift, Lambda and are built on Java, C#, Golang, Angular, MongoDB and Postgres.*

- Build a global customer support team, implement best ITSM practices, and implement solutions and processes (ticketing tool, online chat/chatbot, self-service portal for customers) to run operations effectively.
- Recruit, mentor, train and develop an application support team
- Identify and automate the support routine processes and activities ( IT Autonomics, Robotics & Process Automations, AI Conversational Virtual Assistants, VoiceBots, ChatBots, NLP/NLG, Artificial Learning & Training Bots ).
- Drive the Automation Index of the entire business vertical. Perform process redesign, process re-engineering and data engineering collaborative initiatives to optimize the various business interfaces across various Business Processes.
- Liaise with various stakeholders, viz, Account Teams, Account Directors, Customer Success Managers, External Clients, Internal Infrastructure teams (Databases, Windows, Unix, Cloud, Networking, Middleware, Security, Admin), Auditors and others to fulfil the Business Requirements and Objectives.
- Secure clear possession of problem identification, its analysis, impact analysis and solutions till closure.
- Investigate logs for errors and exceptions, Thread Dumps, Heap Dumps and other means to attain fixes.
- Represent the Sirion to ensure serviceability and product quality issues are being tracked, prioritized, resolved, and incorporated into the product release cycle.
- Manage teams to secure the fitness of resources to run a 24x7x365 support function.
- Prepare leadership MIS reports (all data points) to review the same for precision and totality of contents.
- Assist representatives from counterparts of application and resource planning. Comprehend all business requirements and prepare documents.
- Coordinate with different teams and provide support to all onshore and offshore sites.
- Develop and maintain all multiple interfaces for customer applications.
- Supervise everyday requests for matters related to growth, resources and vendors and resolve issues related to production and other environments.
- Follow the standard process for escalation of unresolved issues with product and engineering teams with timely follow-ups.
- Build process documentation, SOPs, and Knowledge Articles and enable Knowledge Management.
- Ensure tickets have appropriate information, are assigned to the right teams and are classified with the appropriate impact and urgency.
- Audit and Quality check of all support activities and data points.
- Deploy support strategy aligned with customer expectations.
- Track performance against internal and external Service Levels (response time, resolution time, uptime)
- Manage resources, track resources performance progress with support metrics, CSAT (Customer Satisfaction Surveys)

- **Bharti Airtel Limited, Gurgaon** **Oct 2020 – Nov 2021**  
**Lead – Application Management ( Operations, Development, Cloud Integrations & Automations ) – DTH Smart Ops**

*Bharti Airtel Limited (<https://www.airtel.in>) is a leading global telecommunications company with operations in 18 countries across Asia and Africa and ranks amongst the top 3 mobile service providers globally in terms of subscribers. In India, the company's product offerings include 2G, 3G and 4G wireless services, mobile commerce, fixed line services, high-speed home broadband, DTH, and enterprise services including national & international long-distance services to carriers. In the rest of the geographies, it offers 2G, 3G, 4G wireless services and mobile commerce.*

- Design and run all operational support tools and processes
- Assess automation and monitoring solutions and deploy them as needed
- Own the architecture to support:
  - Zero-touch touch ops
  - Application Self-heal and auto-resolution

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- Self-service for all operational support for end users
- Zero-downtime deployments and management
- Work with software vendors e.g., Ab Initio to ensure support for Smart Ops
  - Reduce incidents and systems meeting Operational KPI
- Contribute to strategic decisions of BSS (IN), packet core, core platform selection, roadmaps, upgrades and product customization.
- Handle end-to-end IN, packet core, core platform architecture, and deployment including geo-redundancy
- Product features evaluation, partner selection and service engagement
- Coordinate with the functional senior management team to deliver strategic initiatives and organizational goals.
- Manage technical young leaders, impart knowledge and share with peers and operational team

▪ **Dell Business Process Solutions India Pvt. Ltd. (NTT DATA), Noida**  
**Senior Advisor – Knowledge Management – Automations & Cloud Integrations**

**Jul 2017 – Oct 2020**

*Client: Tenet, India*

*Dec 2018 – Oct 2020*

*Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management*

*Domain: HealthCare*

*Sub-Domain: Automations – Health Care*

*Client: Bank of Ireland (BOI), India*

*Jul 2018 – Dec 2018*

*Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management*

*Domain: BFSI*

*Sub-domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)*

*Client: Union Bank of Switzerland (UBS), India*

*Jul 2017 – Jun 2018*

*Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management*

*Domain: BFSI*

*Sub-domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)*

*NTT DATA Services, Inc. ([www.nttdata.com](http://www.nttdata.com)) is a leading business and IT services provider and global innovation partner whose services include consulting, application services, business process and IT outsourcing, and cloud-based solutions. NTT DATA Services is part of NTT Group, generating more than \$100 billion in annual revenues, and partners with 80% of the Fortune Global 100.*

- Manage Application/Production Support (Level1/Level2/Level3), Service Delivery and Operations, Automation SDLC (Software Development Life Cycle) and related DevOps initiatives.
- Integrate, configure, administer, and manage Robotics & Process Automation (RPA) Tools, viz., IPCenter, UIPath, Blue Prism and Automation Anywhere (AA) with standard IT and analytical products, including ITSM & APM tools like SNOW, JIRA, App Dynamics and Splunk to deliver end to end full automation solutions
- Automate repetitive/structured/unstructured infrastructure/application incidents/events/manual tasks on Oracle and SQL server databases, Unix/Linux and Windows-based operating systems using IPsoft's PAAS (Platform as support) IPcenter cloud (web application) platform and other RPA tools (Automation Anywhere/UIPath/Blue Prism) for different LOBs (Line of Businesses) like GFS and it's Investment Banking Sub-Domains, viz., Secured Funding (SF), Exchange Traded Derivatives (ETD), Equity Finance (EF), Prime Services, etc.
- Manage IAAS (Infrastructure as a Code) and PAAS (Platform as a Support) Cloud platforms via, Cloud Virtualization, Cloud Computing, Cloud Configuration, Cloud Authentication/Access Management and Cloud Storage.
- Manage Network components related to Load Balancers, Firewalls, Services, Data Sources, Messaging/Fobocca/EMS Queues and Clusters for various client-facing applications and their corresponding infrastructure interconnecting components like Messaging Queues, Load Balancers and Firewalls.
- Review systems' documentation, data/trends and recommend problems' remediation and resolutions.
- Resolve clients' issues through standard/internal ticketing systems, telephone reports or teleconferences.
- Identify and understand recurring processes that may require automation. Design and implement automation using Server Automation Tools like IPautomata, RPA Tools (viz., Automation Anywhere/UIPath/Blue Prism) and standard scripting/programming languages like Bash, Shell, Perl, Java Scripting, SQL Scripting and PowerShell Scripting.
- Collect and compile automation statistical reports and maintain existing automation solutions to reflect all changes in client's environments. Draft Knowledge Transfer (KT) documents, Technical Specifications, Control Documents, score cards related to automation.

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- Perform automations’ **Cost-Benefit Analysis** to deduce FTE Savings and Automations’ Pipelining.
- Conduct Automation Governance Committee meetings and make recommendations on eliminating the human factor.
- Coordinate weekend or afterhours activities to support critical business initiative such as applications rollouts, infrastructure changes or disaster recovery tests etc.
- Collaborate on service operational reviews and produce weekly/monthly management information reports to management about service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).

### ▪ **Credit Suisse Services (India) Pvt. Ltd., Pune**

**Oct 2015 – Jul 2017**

#### ***Exempt Non-officer (ENO) – Production/Application Support Lead***

*Domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)*

*Credit Suisse (<https://www.credit-suisse.com/in/en.html>) is a global financial services company providing Private Banking & Wealth Management services, and Investment Banking services and expertise, to companies, institutions and high-net-worth clients.*

- Manage strategic projects for a Prime Services Trade Booking Application IMF Support.
- Support processing of various products such as Equities, Fixed Income, Repos, Mortgage Backs and Cash Wires from Entry to Enrichment and exception management.
- Support new joint ventures, re-engineer current New York Prime Services data flow to separate middle and back-office systems
- Analyze, troubleshoot and implement application software and components. Collaborate on QA and code reviews in a demanding 24/7 environment. Debug complex code units i.e. Stored Procedures, Perl and Shell Scripts, and AutoSys Schedules.
- Monitor and configure the application and system-level rules using Geneos. Liaise with Geneos vendors for maintenance and renewal of licenses in both prod and non-prod environments. Schedule quarterly, monthly and weekly maintenance windows for the Geneos monitoring platform.
- Administer Strategic and Business as Usual application enhancements for projects in the areas of trade capture, exception and workflow management
- Maintain a knowledge base of known defects and issues, processes and support techniques.
- Produce weekly/monthly management information reports to IT management with respect to service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).
- Supervise and enhance the performance of the team in areas of customer satisfaction, technical expertise, and timeliness of support delivery.
- Integrate and release new applications/software’ functionalities into production environments.
- Manage weekend or afterhours work to support critical business initiative such as application rollouts, infrastructure changes or disaster recovery tests etc.

### ▪ **Barclays Technology Centre India Pvt. Ltd., Pune**

**Jan 2015 – Aug 2015**

#### ***BA4 Analyst***

*Barclays (<http://www.barclays.in/btci>) is an international financial services provider with an extensive presence in Europe, the Americas, Africa and Asia. Barclays Technology Centre India Pvt Ltd provides end-to-end technology support to the Retail, Corporate & Investment Banking and Wealth businesses of Barclays PLC across the world.*

- Provide Run with The Bank (RTB) coverage to global core banking applications.
- Troubleshoot issues, lead technical investigations, and support critical platforms in a demanding 24/7 environment. Debug the complex code units i.e., Stored Procedures, Perl and Shell Scripts, AutoSys Schedules.
- Perform Root Cause Analysis (RCA) of production outages for major/critical incidents and wherever possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.
- Integrate and release new applications/software’ functionalities into production environments.
- Ensure all service acceptance and operational deliverables are developed and agreed to, prior to handover.
- Maintain a knowledge base of known defects and issues, processes and support techniques.
- Manage Application/Production Support, Service Delivery and Operations, Automation Testing and Deployments and DevOps initiatives.
- Monitor and configure the application and system-level rules using Nagios. Liaise with Nagios vendors for maintenance and renewal of licenses in both prod and non-prod environments. Schedule quarterly, monthly and weekly maintenance windows for the Nagios monitoring platform.

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### ▪ IPsoft Global Services Pvt. Ltd., Bangalore

Apr 2012 – Jan 2015

#### **Continual Service Improvement Engineer/Automation Engineer**

Client: Bank of America Merrill Lynch, Hyderabad

*IPsoft (<http://www.ipsoft.com/>) is a global, industry-leading managed services company offering a complete solution to enterprise customers for outsourcing global IT operations. IPsoft's unique (and proprietary) automation technology remediates more than half of the detected exceptions in its managed client environments. It manages its customers' systems through its worldwide Network Operations Centers located in New York City (HQ), London, Amsterdam and Bangalore.*

- Automate repetitive incidents in Oracle and SQL server databases, Unix and Windows-based operating systems using IPsoft's Java-based PAAS IPcenter cloud (web application) platform for different LOBs (Line of Businesses) like GMRT (Global Markets and Risk Technology), GIST (Global Infrastructure Services and Tools) and GWB (Global Wholesale Banking).
- Manage IAAS (Infrastructure as a Code) and PAAS (Platform as a Support) Cloud platforms via, Cloud Virtualization, Cloud Computing, Cloud Configuration, Cloud Authentication/Access Management and Cloud Storage.
- Managing Network components related to Load Balancers, Firewalls, Services, Data Sources, Messaging/Fobocca/EMS Queues and Clusters for various client-facing applications and their corresponding infrastructure interconnecting components like Messaging Queues load balancers, Firewalls and
- Review systems' documentation, data and trends and recommend problems' remediation and resolution.
- Resolve clients' issues through an internal ticketing system, telephone reports or teleconferences.
- Identify and understand recurring processes that may require automation. Design and implement automation using the proprietary tool IPautomata using Bash, Shell, Perl, JavaScript, SQL scripts
- Collect and compile automation statistical reports and maintain existing automation solutions to reflect all changes in client's environments. Draft Knowledge Transfer (KT) documents, Technical Specifications, Control Documents, and scorecards related to automation.
- Configure IPautomata and IPcenter platforms for better integration with the client's systems
- Conduct Automation Governance Committee meetings and make recommendations on eliminating the human factor
- Manage Application/Production Support, Service Delivery and Operations, Automation Testing and Deployments and DevOps initiatives.

### ▪ Indian Commodity Exchange Ltd. (ICEX) - Reliance, Mumbai

Jul 2010 – Apr 2012

#### **Assistant Manager – IT**

#### **Millennium IT India**

Aug 2009 – Jul 2010

#### **Application Consultant – Technical Support**

Client: Indian Commodity Exchange Ltd. (ICEX), Gurgaon

*Indian Commodity Exchange Limited (<http://www.icexindia.com/>) is a screen-based on-line derivatives exchange for commodities and has established a reliable, time-tested, and transparent trading platform. It has Reliance Exchange next Ltd. as an anchor investor and has MMTC Ltd., Indiabulls Financial Services Ltd., Indian Potash Ltd., KRIBHCO and IDFC among others, as its partners.*

- Automate repetitive activities/reports/housekeeping using SQL, PL/SQL, Shell, Perl and Python scripting
- Ensure proper execution and monitoring of routine operational tasks, events, application servers and their replication links. Use monitoring tools such as Sysguard to configure IPs and Ports, update configuration files for various frontend modules of Exchange and rectify Failovers viz. Process/ Partition/Site using Load Balancing.
- Act as first-line support (reporting/ documenting/ escalating/ following-up) for any issue or incident reported by the customer or by the operations team
- Facilitate offsite support by performing SOD/ EOD activities, database backup, files collection (such as Log, Core, Binary, Tmp), deploying ear files on the Weblogic Servers for both production and test environments and other technical housekeeping tasks.
- Attend to all SLAs and commitment to customers and ensure all services are restored without compromising those commitments
- Maintain different environments (production, shadow, test, UAT etc.) for any ad-hoc testing requirements from internal teams
- Coordinate with operations/development teams for conducting operations/change management/ release management/ configuration management and with third-party vendors for database backups, and testing of updated and upcoming issues.
- Troubleshoot clients' messaging complaints with FIX/FAST protocols.



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- Manage incidents using JIRA and Abacus ticketing tools.

- **Best of Breed Software Solutions Pvt. Ltd., Bangalore**

**Dec 2007 – Nov 2008**

***Application Support Executive - Finacle***

*Client: Dena Bank, India*

- Manage Banking Software Product Finacle (Infosys product).
- Handle projects in the BFSI Sector involving Software Implementation and Support
- Support and Customize Finacle Software for report generation, user Id creation, user rights modification, user Id transformation using Unix, Oracle 9i, SQL, PL SQL, scripting etc.
- Support banks going live on Finacle, generate weekly reports for bank's internal and external requirements
- Train and develop bank's employees on Finacle Software (Version 7.0.11) – both Web and ONS modes.

- **Roto Power Projects Pvt. Ltd., Noida**

**Aug 2007 – Nov 2007**

### EDUCATION

- **Master of Business Administration (Finance & Marketing)**

**2013 – 2015**

*St. Xaviers, Hyderabad, India*

- **Bachelor of Engineering (B.E.)**

**2003 – 2007**

*St. Margaret, Delhi/NCR, India*