MANOJ KUMAR B S

SENIOR TECHNOLOGY SUPPORT EXECUTIVE

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SUMMARY

Goal-oriented professional with over 3 years of experience as a Senior Technology Support Executive in financial services and banking industries. Proficient in Agile methodologies and end-to-end implementation of Software Development Life Cycle Management (SDLC). Expertise in quality assurance in IT and banking domains. Proficient in Pega, Java, and SQL. Excellent communication, collaboration, and team-building skills.

TECHNICAL SKILLS

PEGA	Dynatrace	Team Leadership
Java	ServiceNow	MySQL
Splunk	Gitlab	Adaptability to new technologies

PROFESSIONAL EXPERIENCE

Senior Technology Support Executive, Infosys BPM   **Dec 2021 - Present**

- Monitoring Application activities to ensure the quality and functionality of assigned systems; ensuring timely and accurate test communication with Development Leads, Project Manager and Senior Management throughout the project life cycle.
- Reviewing project test and implementation schedules; monitoring, documenting, and reporting the current status of defects for each testing cycle and overall project to the management.
- Aligning the process by introducing Application Catalog, Daily Task Report, Weekly Status Report, Utilization Report, Daily Status.
- Delivering KT (Knowledge Transfer) to onsite and offshore team members; providing feedback and report results of testing to management and stakeholders.
- Implementing Hotfix in PEGA as part of version update. Preparing & submitting reports to Client, Estimation Planning, Sign Off Template.
- Implementing Java vulnerabilities in PEGA.
- Performed PEGA version Upgrade aligning with Developers.
- Performed over 40 successful deployments/Release across applications.
- Hands-on experience with bug reporting, tracking, and software management tools like Rally.
- Monitoring Application and Debugging the applications Health on Dynatrace.
- Working closely with the developers to understand the modification of the requirement/ product specifications. Setting up personalized dashboard on Dynatrace to monitor the application health and set alerts to report issues.

EDUCATION

Bachelor of Computer Applications   **July 2017 - November 2020**

CMR Institute of Management Studies

Certified in PEGA CSA

Certified AWS practitioner in UDEMY

Perusing Full Stack Development in Scalar

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Tamil.
- **Awards:** - Recognized SPOT Award for exemplary performance.
  Recognized INSTA Award for Reskilling in PEGA technologies.