

OBJECTIVE: To provide quality service in a support role using my 10+ years of IT experience.

SUMMARY

- Experienced Operations Manager, Change Manager, Release Manager & Configuration Manager.
- Extensive application support, production support and customer support experience.
- Experience leading Baseline, Build and Deployment activities for multi-tier applications.
- Experience supporting as many as 200 enterprise applications and 2000 customers (end users).
- Seasoned Systems and Server Administrator for multiple platforms, technologies, and industries.
- Experience reviewing change requests and hosting CRB meetings with vendor and stake holders.
- Good at documenting SOPs and implementing processes for customers.
- Good with people with constant focus on customer needs.

CERTIFICATIONS

ITIL v3 Foundation Certified	Project Management Professional (PMP by PMI)
Sun Certified Java Programmer	AWS Certified Solutions Architect
AWS Certified Developer	ISTQB Certified Tester (Foundation Level)

SKILLS

Platforms	Windows, Linux/UNIX, Mainframe, MacOS.
Databases	Oracle, SQL Server, IDMS, DB2, MySQL, Netezza.
Languages	Java, JavaScript, UNIX shell scripts, COBOL, JCL.
SCM	IBM Rational Suite, Autosys, Informatica, Jenkins, Nexus.
Helpdesk	HEAT, BMC Remedy, JIRA, Moogsoft, ServiceNow (My Services).
Monitoring	IPMonitor, Net IQ, DeepMatrix, NetMon, SiteScope, Dynatrace.
AWS Cloud	Route 53, EC2, S3, RDS.
Others	Toad, WebLogic, IIS.

EDUCATION

Master of Engineering (Computer Technology)	Bachelor of Engineering (Computer Technology)
---	---

EXPERIENCE

L2 Application, Customer & Production Support
Fannie Mae -Reston, VA

07/2017 – Current

- Lead the runbook execution and updates every month as part of close activities.
- Provide 24x7 production, application & customer support to enterprise Fannie Mae teams.
- Participate in release and upgrade activities and perform application shakeouts.
- Work with development and business teams on changes, incidents, and problems.
- Assist with Moogsoft integration with ServiceNow.
- Participate in root cause analysis to document root cause and prevent recurrence of incidents.
- Review upcoming changes with team members and worked on their approval.
- Manage multiple deployments for loan accounting applications.
- Mentor and support team members as and when necessary.

Skills Used: ServiceNow (My Services), Informatica, Moogsoft, Autosys, Unix, Netezza, Toad, JIRA, AWS, Dynatrace.

- Review and approve change requests for deployment to all environments.
- Manage team schedules and address team conflicts.
- Provide 24x7 production, application & customer support to enterprise teams.
- Review past incidents and upcoming changes with vendors.
- Perform root cause analysis of incidents (problems) and bring them to closure.
- Create metrics using excel charts and pivot tables for management to review.
- Host CRB/CCRB meetings and provide actionable items to change request submitters.
- Lead baseline, build and deployment activities.
- Migrate changes from lower environments to Production
- Lead and track refresh of lower environments from Production after the release.

Skills Used: Rational tool suite, Unix, Nexus, Mainframe, JCL.

Application Baseline, Build & Deployment Support
WellPoint -Richmond, VA (www.wellpoint.com)

02/2012 – 05/2014

- Performed application build and deployment activities for all environments.
- Provided 24x7 development, production and user support.
- Participated in Production Readiness Review meetings.
- Responded to emails, alerts and incidents on daily basis including weekends.
- Managed user and stake holder communication for technical issues.

Skills Used: Rational ClearCase, ClearQuest, Windows, Unix, Java, WebLogic, SQL, XML.

WHY ME

- Adequate educational background and work experience.
 - A people person always willing to do what it takes to make customers happy and keep them that way.
 - Always available to work with team and customers including nights and weekends.
 - Very independent with my roles and responsibilities from day one on the project.
 - Always online and just a call/text/email away from supporting anyone who needs help.
 - Always willing to wear multiple hats and multi-task.
 - Always happy to learn no matter how much or how little I know about something.
 - Have played most support roles in SDLC (including maintenance developer).
 - Great references from everywhere I have worked.
-