VINO UTHAYAKUMAR

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PROFESSIONAL SUMMARY

Application Engineer skilled at technical leadership, communication and presentations. Experienced in full project life cycle from design to implementation to integration. Worked in multiple sectors, providing expertise across the banking, government and telecommunications service industries. Looking for an opportunity to work for a well-established organization that appreciates dedication and hard work.

SKILLS

- Web development projects
- Application maintenance
- Windows Application Development
- Advanced knowledge of Java, HTML5, CSS, Python, JavaScript, VBScript, MYSQL, C#, and XML
- API/REST web services
- QA tools
- SoapUI
- Oracle SQL Developer
- Git, Postman, Docker, Bitbucket, Jira, Confluence, and Java IDE
- Windows and Linux
- Troubleshooting and debugging
- Installation and maintenance
- Networking & Protocols (TCP/IP, Telnet, FTP, ATM, XML, HTTP, HTML)
- API design knowledge
- Data analysis
- Database configuration
- Planning and implementation
- Customer requirement prioritization
- Conceptual thinking
- Oral and written communication
- Excellent problem-solving abilities
- Excellent diagnostic skills
- Team leadership
- Works well under pressure

WORK HISTORY

APPLICATION RELIABILITY ENGINEER, 08/2021 to Current
Capco (Client: IGM Financial - Canada) – Toronto, ON

- Developing and supporting Fin-tech applications such as payment processing engine, and banking application engine, etc
- Developing and supporting UI using React native
- Developing integrating APIs call
- Managing daily touch point with business clients to discuss production incidents and bugs
- Working with external applications such as Mulesoft, DocuSign, Azure, RightFax, and etc

- Discussing project progress with clients, collected feedback on different stages and directly addressed concerns
- Working with DevOps tools such as Docker, Postman, Interllij IDEA, Git, SQL developer, Linux, Bitbucket, Jira, and Jenkins
- Working with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance
- Partnering with development team on product development, application support plans and prototype programs
- Analyzing proposed technical solutions based on customer requirements, budget and product goal
- Installing and configuring software applications for local-host and tested solutions for functionality
- Checked client code for bugs and weaknesses using approved troubleshooting methods
- Analyzed proposed technical solutions based on customer requirements, budget and product goal

SENIOR PAYMENT APPLICATION SUPPORT/DEVELOPER, 06/2019 to 08/2021
CGI (Client: Bank of Montreal - Canada) – North York, ON
- Developed and supported J2EE application (payment hub engine) on WAS servers and maintaining load balancing, HA and failover
- Managed and supported projects over 75.1B such as Wire transfer, Zelle US payment, Interac email transfer, Master card payment, and FX wire transfer
- Actively listened to customers' requests, confirming full understanding before addressing concerns
- Worked closely with business and product owners to identified all production bugs and incidents
- Managed critical incidents 24/7, gathering key information from supporting sources on call, effectively determining appropriate courses of action, engaging and escalating involvement of required resources to efficiently close problem
- Provided team feedback and developing action plans to remediate issues, identifying processes and skills required for continuous improvements in knowledge
- Developed What if payment tool and payment Hub simulators using Java
- Built and maintained relationships with application owners and managers within client organization
- Worked on Ticketing environment (Remedy, Service Manager, Jira)
- Supported production deployment and preparing deployment documents (SBG)
- Worked on development task during non-support hours
- Worked with oracle SQL developer, Git, Linux, Bitbucket, Jira, and Automation tool such as Ansible to support production environment
- Provided guidance to offshore team, ensuring services are being delivered according to contract
- Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for support team use
- Provided code maintenance and system upgrades to maximize performance

LEAD SOFTWARE ENGINEER, 12/2018 to 06/2019

CGI (Client: BMO Harris Bank - US) – Toronto, ON

- Worked alongside with key business & technology stakeholders to define, analyze and deliver requirements and problem solution that reflect the needs of both the business and end-users
- Evaluated project requirements with customer needs and developed software applications that surpassed client expectations
- Collaborated with developers and performance engineers to enhance supportability and identify performance bottlenecks
- Developed solutions with program languages and performed software testing (Unit Testing, System Integrated Testing and User Acceptance Testing)
- Consulted with engineering team members to determine system loads and develop improvement plans
- Gathered and defined customer requirements to develop well-organized project plans based on clear specifications
- Built, tested and deployed scalable, highly available and modular software products

EFORMS DEVELOPER, 05/2017 to 08/2018

Ministry of Government & Consumer Services – North York, ON

- Utilized such technologies as ASP.NET, MVC, PHP, HTML5, JavaScript and SQL Server 2012 to develop new applications
- Developed windows based application using C#
- Developed and implemented complex Internet and Intranet applications on multiple platforms
- Developed Adobe PDF Forms & Maintenance Designing, and revising forms to satisfy agreed specifications and legal and policy requirements
- Performed IT application tests for java-based portal framework and web applications
- Worked cooperatively with other members of test team including other on-line testers, batch testers, developers and business analysts
- Provided positive customer support training experience once application was completed
- Project/Service Management Planning, prioritizing, scheduling and conducting concurrent forms projects for variety of clients with diverse needs

BELL TECHNICIAN, 04/2016 to 05/2017

Bell Canada Creekbank Campus – Mississauga, ON

- Provide technical training to co-workers and new staff
- Supported technicians in equipment maintenance and repair
- Assist in developing specialized fixtures, test equipment and procedures for failure analysis
- Reviewed plans from architects and consulted with clients to gain deep understanding of project plan and objectives
- Read manuals and manufacturer instructions to effectively install and troubleshoot devices
- Provided documentation on start-up, shut down and first level troubleshooting of processes to staff
- Managed firewall, network monitoring, and server monitoring both on- and off-site

ASSISTANT MANAGER, 03/2014 to 03/2016

KFC – Brampton, ON

- Handled scheduling duties to ensure that restaurant was properly staffed at all times
- Interacted with customers as entered store to determine what their needs were
- Built relationships with customers to increase likelihood of repeat business
- Resolved all customer complaints in professional manner while prioritizing customer satisfaction
- Worked with management team to implement proper division of responsibilities
- Immediately addressed problems with customers to promote quick and successful resolution
- Completed all point of sale opening and closing procedures, including counting contents of cash register

EDUCATION

Associate of Applied Science: Computer Engineering Technology
Humber College Institute of Technology & Advanced Learning - Toronto, ON