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| Niket Gupta 1st April 1994 | |  |  | | --- | --- | | Address: | Nagpur chawl,1st Lane, | |  | Yerwada, Pune – 6 | | Mobile: | +91 8087919541 +91 7798340395 | | E-mail: | Niket1994Gupta@gmail.com | |

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| **Computer graduate with over 4+ years of web development and application support experience, both technically focused and client oriented. I am looking for a career that is both challenging and rewarding.** |

**EMPLOYMENT DETAILS**

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| TATA Consultancy Services Ltd.  **Job Title:** Programmer | 29th Oct 2015 till current |

**1. March, 2016 – April, 2017  
 Client:** Irish–American commercial aviation financing and leasing company.  
 **Role:** Front-End Developer.  
  **Description:**

* Interacting & analyzing customer’s requirements
* Creating low level design documents
* Developing business requirements
* Unit & Integration Testing
* Mentoring team members

**2. April, 2017 – Aug, 2019  
 Client:** American multinational investment bank and financial services company.  
 **Role:** L2 Production Application Support.  
  **Description:**

* Responsible for the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application issues and issues resolution or escalation.
* Responsibilities also include root cause analysis, management communication and client relationship management in partnership with Infrastructure Service Support team members.
* Ensures all production changes are made in accordance with life-cycle methodology and risk guidelines.
* In depth Functional knowledge of the application(s) supported and interdependencies.

**3. Aug, 2019 – Till Date  
 Client:** American multinational investment bank and financial services company.  
 **Role:** Team Lead - L2 Non-Prod.  
  **Description:**

* Understand the requirements and engage all stakeholders .
* Ensure on time delivery and resolution of incidents/service request, process compliance, high level of customer satisfaction.
* Identify best practices and implement standard processes.
* Set reasonable, challenging and clear performance goals for direct reports, monitor performance & provide appropriate feedback.

**ACADEMIC BACKGROUND**

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| Bachelor In Computer Application | MIT ACSC | 73.56% | Year Completed: 2015 |
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| HSC Board – 12th | Nowrosjee Wadia College | 50.00% | Year Completed: 2012 |
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| SSC Board – 10th | Agrasen High School | 77.09% | Year Completed: 2010 |

**JOB SUMMARY**

**1. Operational Skills:**

* Ensure coverage and support of all critical service management processes: Incident Management, Problem Management, Change Management, Application Enhancements
* Provide release management/configuration management-related input to Application Development and QA teams from test cycles to production
* Work with Application Development Management on daily workload automation schedule including upkeep of exclusion list
* Work closely with business and other teams to assist in the overall definition of support items and provide quick assistance to meet SLAs
* Perform system configurations, develop scripts and other technologies to automate business workflow, improve productivity, and reduce costs
* Manage and perform the business analysis work associated with change requests, projects and production issues. (Project Management, SDLC, Change Requests.)

**2. Technical & Soft Skills:**

* Intermediate Level Unix expertise **–** navigation, scripting, command level
* Debug and diagnose across a broad set of leading and diverse technologies (Pega, AngularJs, Java application)
* Experience with Autosys or other job scheduling system (Debugging failed job)
* Develop, implement and/or improve the application production support knowledge management repository(s)
* Experience working with monitoring tools like AppDynamics, Batch Monitoring Process, ZooKeeper, Sockeye
* Experience with application support and business operations in banking and financial services such as Account opening, support trading, client reference data handling
* ITIL experience and process familiarity
* Prior work experience within Web Development **-** HTML5, CSS3, Bootstrap, Foundation, JavaScript, JQuery, Backbone Js, VB.NET, Node.js, WordPress, Visual Basics