Sanganna Surpur

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Summary

Experienced Technology professional with a demonstrated history of working in the banking industry. Skilled in Service Delivery, Service Management, Database Administration and Infrastructure, Application Support, leading highly productive technical teams across geographies. I am Amazon Web Services Cloud Practitioner, Google Cloud Certified - Cloud Digital Leader, Oracle Certified Professional (DBA)

Experience

Technology Manager

ANZ

Aug 2020 - Present (1 year 11 months +)
• Initiate improvements in the tool, process, steering mechanisms and people
• Administer and maintain the ServiceNow Discovery tools Integration with other source systems in the Bank
• Scrum Master / Release Management / Stream Lead delivery of new ServiceNow Discovery patterns
• Collaborating with stakeholders for prioritisation, scheduling and problem solving
• Resolution of audit issues related to Configuration Management and discovery of CI's
• Improving the ServiceNow Discovery tool's coverage by identifying and resolution of systemic issues. And migrating the CI's that were discovered by the previous legacy discovery tools.

Technology Manager

ANZ

Oct 2018 - Jul 2020 (1 year 10 months)
• Engagement with business and technology stakeholders to gather requirements and identifying solutions to build a centralised ANZ Command Centre.
• Work with property team and other technology teams and provide inputs for physical layout
• Organising for the critical dashboards in the Command Centre that enable proactive monitoring, early detection and quicker resolution of business critical issues
• Engage with various domains to identify opportunities to move their first level support in to Command Centre and facilitate their transition

Application Support Manager

ANZ

Jun 2015 - Sep 2018 (3 years 4 months)
• Execute projects/initiatives using Agile methodology
• Collaborated with Delivery Services, Service Management and other Infra in the areas for design, build, test and sustenance
• Problem Management (root-cause analysis, trend analysis, permanent resolution) for multiple applications like Data Stage, Data Warehouse tools, Switching and Payments applications
• Incident reduction by 50% through effective Problem Management

• Identify opportunities for service and process improvements and implement them
• Build and maintain relationship with other technology and business functions in the bank
• Establish first level support and shift left routine tasks and known issue resolution
• Implemented the ITIL standard model of Incident Management including 24*7 support, Problem Management, Change Management for database systems.
• Mentoring and developing new capabilities in the team
• Vendor management - participate in SoW process, performance reviews and renewal process

Team Lead - Teradata
ANZ

May 2014 - May 2015 (1 year 1 month)
• Managed various aspects of Teradata platform viz., Enterprise Data Warehouse (EDW), analytical applications and Analytical Work Space (AWS)
• Supported the development teams with design, implementation and performance tuning of new and existing applications
• Involved in managed service contracts, service level performance reviews, SoW process

Oracle Database Administrator Team Lead
ANZ

May 2012 - Apr 2014 (2 years)
• Managed 800+(production and non-production) enterprise-level Oracle 11g/10g database systems, achieving the goal of 99.99% availability at acceptable level of performance
• Designed and implemented disaster recovery solution for OEM 12c.
• Implemented and administered Oracle Configuration Manager (OCM)
• Designed and implemented backup solution for large databases (32TB) using EMC Data Domain infrastructure with RMAN
• Configured Oracle Enterprise Manager for monitoring and automatic alerts based on thresholds and events
• Maintenance of RAC and databases on it - upgrading, patching, etc. OLTP applications with high-value transactions in the bank use RAC as high availability solution.
• Setup RMAN solutions for all Oracle databases - created rman respository, wrote scripts for backup, testing and implementing backup and recovery strategies.
• Provided performance tuning and performance analysis
• People management, identifying learning and development needs and organising trainings
• Performance reviews, evaluation and providing feedback

Specialist - Oracle
ANZ
May 2010 - May 2012 (2 years 1 month)

Technical Consultant - Oracle DBA
ANZ
May 2007 - Apr 2010 (3 years)

Senior Software Engineer

ANZ
Mar 2002 - Apr 2007 (5 years 2 months)

System Administrator
Kalyani Net Ventures
Dec 1998 - Feb 2002 (3 years 3 months)
• Administration of Microsoft Windows 2000 and Windows NT Servers, Microsoft Exchange E-Mail System, IIS web server, Terminal Server.
• Deployment of software using Windows Installer technology (configuring .msi and .zap files in Group Policy to assign and publish softwares)
• Assisting the PC technical staff with troubleshooting and repair of escalating PC hardware, operating systems and application problems

Education

Gulbarga University
MBA, Finance and Financial Management Services
Jun 1995 - Jul 1997

S B College of Commerce
Bachelor of Commerce (B. Com)
1990 - 1995

Licenses & Certifications

Oracle Certified Professional - Oracle 9i Database Administrator (OCP) - Oracle

Microsoft Certified Systems Engineer: Windows 2000 Server (MCSE) - Microsoft

ITIL 4 Foundation - AXELOS Global Best Practice
9980091632408119

Amazon Web Services Cloud Practitioner - Amazon Web Services (AWS)
Issued May 2020 - Expires May 2023

Google Cloud Certified - Cloud Digital Leader - Google
Issued Jan 2022 - Expires Jan 2025
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Skills

Oracle Database Administration • Teradata Data Warehouse • Unix • Google Cloud Platform (GCP) • Amazon Web Services (AWS) • Agile Methodologies • Service Delivery Management • IT Service Management • ITIL • Stakeholder Management