

Curriculum Vitae

PERSONAL INFORMATION

Aiswarya Nagarajan

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✉ aishwaryanagarajan0@gmail.com, Sex Female | Date of birth 28/08/1992 | Nationality Indian

Senior Software Engineer

Worked as an IT professional with over 7.3 years of experience including 2.5 years as a Subject Matter Expert in Level 2 Production Support in Banking and Financial Services Domain for Client Deutsche Bank End to End Specialist having strong knowledge in Deutsche Bank's most critical and Platinum Payment Processing Applications and 3.3 year as a change and release manager.

- Production Support Operations Specialist
- Global Investment Banking Domain
- High Value Payment Processing Investigation
- Incident/Problem Management
- Change/Release Management
- RCA Assessment
- SLA Adherence
- Functional and Business Query
- Employee relations
- Knowledge documentation

Work Experience

Duration	Position
December 2022- July 18, 2023	Change and release manager (Manager) NAV-IT consulting
October 2021-October 2022	Change and release manager (Senior Software Engineer) Artech Infosystems Pvt. Ltd(Banglore)
February 2020-April 2020 (Full time)	Application Manager HDI Services AG(Germany)
December 2018-December 2019(Full Time)	Senior Software Engineer HCL Technologies GMBH(Germany)
Feb 2015 - December 2018 (Full Time)	Software Engineer- Technical Support Analyst HCL Technologies Ltd., (Banglore)
Aug 2014 - Feb 2015(Full Time)	Consultant -Sutherland Global service (Chennai)

Achievements and Certifications:

- ITIL, Agile, ASM and Six Sigma certified
- RTB (Running the Bank) Certified from HCL Technologies Ltd.
- Got internship certificate in HCL
- 3 months trained in ASM profile.

- Received Star performer award thrice in HCL technologies for my excellence and pro-active problem solving.

Academic Credential:

Qualification	Name of the Institution	Year of passing
BE-CSE	Rajiv Gandhi college of Engineering.	2014
HSC	Chennai girls hr sec school	2010

Technical Skills:

Languages	SQL, PL/SQL(Sub programs, Triggers, Cursors)
ITIL Tools	Service Now, DB Symphony, DB RIB (Reporting Information Bridge), BMC Remedy ,HP Quality Centre (Application Lifecycle Management), Db-flight, HPSM
Operating Systems	UNIX, LINUX, Windows
Servers	Apache Tomcat and Weblogic 11
Monitoring Tools	GENEOS , ORCA , IBM Tivoli Manager , BMC Control M, Jira, Solution manager(Solman) CHARM, LIDAP, qtest manager
Others	Disaster Recovery portal, change, release, incident, Knowledge base, problem
Database	Oracle11g\10g\9i, mysql
Domain Knowledge	Banking domain, Swift Messages handling: MT103, MT103+,MT200,MT202 & MT900/MT910 and supporting trading and platinum applications

Professional Highlights:

HCL GmbH , Germany, Frankfurt. Client - Deutsche Bank

Role: Technical Application Support (Level 2)

Project: Global Transaction Banking- Deutsche Bank's platinum payment processing and trading applications

Subject Matter Expert for Deutsche Bank's platinum payment processing Applications for Euro and cross currency payments. Being the Single point of contact for Business Operations, involved in handling major Application Outages (P1,P2, P3) as well as coordination and interaction with relevant stakeholders for Production Issue resolution.

Responsibilities

- Root Cause Analysis of reported incidents from system logs and exceptions.

- Coordinate with release management and other backend teams during patching activity end-to-end
- Application Administration
- Ascertain The MQ queues and Channels are running.
- Regularly attend & resolve the issues such as application outage, Issue impacting multiple users, Revenue impacting key function issues in the Crisis call, enjoy new challenges and willing to take an extra responsibility to get work done.
- Scheduled jobs through Control-M (and crontab wherever appropriate)
- Problem Management and Resolution
- Knowledge Article creation, Application Run Book Management and Incident Chronology Maintenance.
- Application Release and Change coordination with L3/Infra /DBA and testing teams.
- Active Participant in Defect review meetings with Vendor, Testing and Business Operations Team on behalf of Application Management.
- Coordinate the Production Disaster Recovery Exercise from Level 2 Perspective
- Having exposure to SWIFT Message types, Participated in defect analysis meeting.
- Supporting Financing trading buyer-seller functionality involved applications
- Performing release activities and Lead the release management process by preparing the release notes, schedule the release and post production sanity checks.
- Responsible for reprocessing of failed Payments or other messages which failed in system and finding out the reason behind the failure of payments or other messages.
- Service-oriented support in software and hardware as well as support of user in IT-relevant queries and creating roles and access for users
- Acceptance of incoming faults by emails/service request and analyzing, classifying and processing request and prioritizing in working system
- Administration of client systems an ongoing operations
- Test, configuration and installation of new components (hardware and software) during release activity with deployment team.
- working independently during the shift hours
- Very good knowledge of common office applications and other standard applications
- Good problem-solving skills, careful operation and flexibility
- Documenting known errors and issues occurred in knowledge article

ROLE: Incident / Change and Release coordinator:

- Coordinate with multiple teams to issue resolved within SLA. Exposure to ITIL framework. Handle client contacts and engage as when required. Work with resources to resolve issue and make sure the issue is resolved and clients get updated.
- Collaborated with development and support teams to change request based on the impact and urgency.
- Consult with different teams and provide knowledge transfer regarding change management process
- Documenting new project requirements and errors/issues in confluence page to resolve problem with applications.
- Ensure to send out the relevant reports and mail after conference bridge end of each incident.

- Drive efficiency and effectiveness of the incident management process as subject matter expert and lead customer personnel in responding to fast paced incidents.
- Ensure team is enabled to facilitate all issues to resolution.
- Ensure outages are promptly communicated with exceptional quality.
- Manage incident management bridge calls with support teams, on-call support application teams and management.
- Prioritization and assignment of all Incidents, Service Requests, Changes, and Problems assigned to the team's Service Now queue.
- Ensure that the incident management process is followed and that incident and problem records accurately reflect actions taken to restore service; and that changes to Configuration Items are recorded.
- As a release coordinator I'll be responsible for planning, testing, tracking, communicating release activity and deployment of project releases in a timely manner.
- Scheduling the CAB meetings and discussing change, release activity with the teams and find if any backlogs for approval or rejection.
- Preliminary activity and Final scope list report preparation for weekly, minor and major releases.
- Preparation of release approval protocol for weekly and Major release
- End to end coordination for major release and cut-off planning
- Sox related check in continuous improvement report every month.
- Coordinating projects between different teams.
- Lead the release activities to deploy the software successfully for Go /No go action.
- Communicating with release managers from different IT departments, business users, stakeholders, development, testing and management for gathering requirements or updating about the progress.
- Planning and providing weekly updates on the release activities to the management.
- Maintain documentation related to procedures, SOP for change and release in the SharePoint
- Preparation of defect management report monthly basis from qtest and checking for proper status updates, if not updated tracking with the assignee.
- Preparation of aging RFC's report and coordination with change coordinators for closure.
- Reviewing change and preparing runbooks.
- Conduct Deployment, patching, release activities. If there are any issues, conduct the RCA/ retrospectives.

Communication Skills:

- An excellent communicator coupled with interpersonal skills
- Good performer both in team and independent environment.
- Enjoy new challenges and willing to take an extra responsibility to get work done.
- Good team player with leadership capabilities. Having good team management skills, communication skills, client interaction skills
- Thorough interaction with the customer as well as onsite coordinators keeping the business scenario in mind and successfully delivering the deliverables on time with utmost customer satisfaction. Strong attitude and work ethics are few of the strong points besides technical knowledge.

Organizational and managerial skills

- Goal Oriented
- Dynamic and hardworking
- Positive attitude and flexible
- Adapt to any places.
- Good in Teamwork

DECLARATION:

I hereby declare that all the details given above are true to the best of my knowledge and belief.

Place: Bangalore

yours faithfully
(AISWARYA N)