
NEHA THAKUR

Noida UP ♦ 9831002476 ♦ nehathakur241008@gmail.com

PROFESSIONAL SUMMARY

Confidence intends to build a successful career with any Organization with dedicated victorious people, which will help me to explore my talent and abilities. Willing to work as a key player in challenging projects and making the creative environment of Ideas.

EDUCATION

B.Tech: 06/2015

Bengal College of Engineering And Technology - Durgapur

H.S.C: 06/2010

Saraswati Vidya Mandir - Jharkhand

S.S.C: 06/2008

Indian School of Learning Sudamdih - Jharkhand

WORK HISTORY

Senior Software Engineer, 12/2018 to 08/2023

Coforge (Previously know asNIIT Technologies) – Greater Noida, India

Client:VOYA IM(USA)

- Working as a senior Support Engineer.
- Daily Tidal Monitoring of more than 2000+ jobs
- Dealing all major and minor Tidal issues.
- Daily Production issues over call and chats.
- Monthly DR Activities.
- Connections related all issues.
- Worked with project managers, developers, quality assurance and customers to resolve technical issues.
- Suggested improvements to team and project workflow.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Recorded and maintained relevant notes for each client and work order.

Client: CA-CIB (USA)

- Working as an Application Production Support Analyst
- Dealing with Control-M (v9.01), Netbackup, AS issues, encryption of SQL for CA-CIB client on a daily basis.
- Deals all minor and major issues for Control –M
- Handle all AS task for my team • Handle net backup monitoring tasks.
- Collaborated with clients to define solution requirements, accounting for applicable development variables.
- Communicated with third-party product owners to illustrate deficits and bottlenecks within existing software.

Project Engineer, 08/2015 to 07/2018

Wipro Technologies – Kolkata, India

Client: Shell (Netherland)

- Deals with ETL (EXTRACT TRANSFORM LOAD) issues in CONTROL-M.
- Trouble shooting on job failures in CONTROL-M. ·
- Daily job monitoring on CONTROL-M
- Modification of jobs and folders in Planning in CONTROL-M.
- Deals in problem regarding Microsoft SQL Server. ·
- Debugging and correcting background SQL codes for the jobs.
- Monitoring all the landscapes.
- Work on Incidents and troubleshooting on stored procedures.
- Deal with Data packages and configurations
- Coordinated statistical data analysis, design, and information flow.
- Transformed project data requirements into project data models.
- Participated in requirements meetings and data mapping sessions to understand business needs.
- Identified and documented project constraints, assumptions, business impacts, risks and scope exclusions.
- Identified and documented detailed business rules and use cases based on requirements analysis.
- Reviewed progress controls for project quality assurance, health and safety.
- **Problem Management:** Create Problem Ticket for improvement service availability. To Analysis the techniques and Methodologies to determine the Root cause. To Reduce the recurring Incidents. Automated detection of an infrastructure and Application fault. Analysis on Incident and Proactive Management.
- **Change Management:** Drafted and submitted proposals for change management plans. Created project timetable of phases and milestones. Tabulated and assessed current and potential change management issues. Assisted in developing operating model procedures processes and roles. Formulated key messages for DMS and operating model ITIL/
- **Incident Management:** Incident Management for High Severity Incidents, Outage Management. Initiate Bridge calls, drive communication and team to ensure uptime and Infrastructure within service levels. Coordinate with multiple teams to get an issue resolve within SLA. Exposure to ITIL framework. Handle clients contacts and engages when required. Worked with right client to resolve an issue with proper resolution and to update. Prepare the required reports on Command Center

Tickets and calls. Worked on Disaster Recovery in regards to ensuring that documents are current and correct. .

- Performed the Impact Analysis of all incidents, Change and problem ticket as to how they fit in to the existing system and what impact they will have in the system performance and response.
- Involved in constant meetings and calls with clients in resolving various Incident and problem tickets.
- Daily monitoring the Jobs, troubleshooting job failures. Trouble shooting in Stored Procedure errors.
- End to End support for BizTalk interface deployment.
- Monitoring and resolving issues of various landscapes.
- Sending various error and analysis reports such as KPI, Interface errors/status etc.
- Performed software application and disaster recovery testing to guarantee business readiness following fail-overs.

SKILLS

- Administration Services • Microsoft Visio
 - Ticketing Tools (ServiceNow)
 - Application Support
 - Production Support
 - Customer Monitoring
 - Analyzing client concerns and issues and solving them in complex environments
 - CONTROL-M
 - Defect tracking
 - SSIS
 - Problem Management
 - Incident Management
 - ITIL
 - Change Management Tidal
 - Axway
 - Strong Communication and Interpersonal Skills

WEBSITE, PORTFOLIO, PROFILES

- [linkedin.com/in/neha-thakur-27b0137b/](https://www.linkedin.com/in/neha-thakur-27b0137b/)

LANGUAGES

English

Hindi

ADDITIONAL INFORMATION

My ability to convince, good communication skills, leadership qualities, temperament to succeed, patience to keep on trying, and put efforts into the accomplishment of the assigned task. I am an energetic, self-starter, fast learner, team player, and able to respond to critical issues.

PERSONAL INFORMATION

- **Date Of Birth:** 24th January 1994
- **Gender:** Female
- **Nationality:** Indian
- **Marital Status:** Married
- **Total Experience:** 8 years

DECLARATION

I hereby affirm that the information given above is correct and true to the best of my knowledge and belief. I will solely be responsible for any discrepancies found in them.

Place: Pune

Signature
Neha Thakur