**Anusha Galla**

Mobile: +918123444284

E-mail: anusha92.as400@gmail.com

|  |
| --- |
| **Professional Summary** |

Over 10 **years** of experience in computer software programming into **AS400,** out of which most of my time spent on Support, Implementation, Administration, Development and unit testing in the **IBM AS/400** platform.

Some of the responsibilities fulfilled during the course of my career:

* Communicating with Client on day-to-day basis, understanding their requirement and delivering them as per their expectation within stipulated time.
* Having thorough knowledge on service-now incident, problem & change management processes.
* Lead the team for 2 years as production support lead and conducting status calls.
* Participated in prioritization calls with business.
* Handled several Disaster Recovery exercises without any issues.
* Involved in the packaging and release activities using THENON.
* Hands on creating and scheduling jobs using ROBOT Job Scheduler.
* Extensive exposure on 24/7 Application production support service.
* Have good knowledge on software development life cycle (SDLC)
* Have good analytical and problem solving skills.
* Hands on experience in BRMS activities and created several control groups for backup.
* Analysing the code based on business queries.

|  |
| --- |
| **Educational Qualification** |

* **B. TECH** (Bachelor of Technology) From JNTU – Kakinada.
* Discipline / Specialization Computer Sciences.

|  |
| --- |
| **Employer Details** |

1. **ANZ Operations and Technology Pvt. Ltd. (ANZ).**

Designation : Engineer

Duration : Feb 2019 – Till Date

1. **Magna Infotech (A Quess Company)**

Designation : Technical Analyst

Duration : May 2016 – Feb 2019

1. **Rightpath Computer Technologies Pvt. Ltd.**

Designation : Software Engineer

Duration : July 2013 – May 2016

|  |
| --- |
| **Core Competency** |

Operating System : **Windows 7/10 and OS/400**

Languages : Free Format, CLLE, CL/400, RPG/400, SQL/400

Tools : Thenon – CMS, ROBOT job Schedular, Service-now, Jira.

Platform : AS/400, DB2/400

|  |
| --- |
| **Experience Summary in reverse chronology** |

**Project #1 :**

**Name : V2Plus**

**Organization: ANZ Operations and Technology Pvt. Ltd. (Bangalore) &**

**Magna Infotech.**

**Duration: May 2016 – Till Date**

**Designation: Engineer**

**Domain: Core Banking**

**Description:**

ANZ V2 PLUS is a well-known investment product that pays competitive interest and provides customers with easy access to their funds. CMTS and Banking Products have formed an alliance where CMTS can leverage off the current V2 PLUS product to introduce new V2 PLUS intermediaries to ANZ and share in the revenue on the balances in the V2 PLUS accounts.

A facility offered by ANZ where an Intermediary can establish V2 PLUS accounts on behalf of their clients. Accounts can be in the Intermediaries name 'in trust for' the client or in the client’s name alone.

**Responsibilities:**

1. Cross skill in understanding systems interfaces and criticality and impact.

2. Document EOM & EOY process with all the critical file transfers & activities.

3. Report on recurring incidents and run the fortnightly problem records priority meeting and follow up action items closely to closure.

4. Send WIP (Work In Progress) report every week.

5. Conduct every month Problem records prioritisation meeting and assign to team member.

6. Follow change management process to implement any changes.

7. Participating in the team meetings, process improvement activities and Major Disaster Recovery Exercise and review support handover.

8. Job monitoring using ROBOT.

9. Analysing the code based on business requirement and doing minor code changes.

**Project #2:**

**Name : GBST(Global Banking and Securities Transactions)**

**Organization: ANZ Operations and Technology Pvt. Ltd. (Bangalore) &**

**Magna Infotech.**

**Duration: Nov 2018 – Till Date**

**Designation: Engineer**

**Domain: Interfacing Application**

**Description:**

The GBST Shares application used is used by “brokers” (like ABN AMRO Morgan, JP Morgan,CMC and about 70 others) to manage investments on behalf of their clients, including trading shares on stock exchanges.

ANZ can currently provide these brokers with ability to open V2Plus accounts where they get commission. All financial movement is done manually/fax or via Direct Entry, which incur delays and potentially dishonours. Failed trades reflect on the broker.

**Responsibilities:**

* Monitoring the services on windows platform.
* Implementing & verifying monthly patches.
* SSL certificate renewals by communicating with client.
* Handled several DR exercises.
* Involved in various upgrades like MQ version, VMware etc.,
* Communicating with client when they have any concerns and during the verifications.

**Project #3:**

**Name: MIDS+**

**Organization: Magna Infotech**

**Client: ANZ Operations and Technology Pvt. Ltd.**

**Duration: May 2016 – Oct 2019**

**Designation: Technical Analyst**

**Domain: Institutional Banking**

**Description:** We support nearly 7 applications (MIDS, Vostro, CIA, IEB, CTB, Retail) comes under institutional Banking.

Institutional banking involves sending SWIFT messages from Bank to Bank. Retail banking in the sense Personal Banking.

**Responsibilities:**

1. Cross skill in understanding systems interfaces and criticality and impact.

2. Document EOM & EOY process with all the critical file transfers & activities.

3. Report on recurring incidents and run the fortnightly problem records priority meeting and follow up action items closely to closure.

4. Send WIP (Work In Progress) report every week.

5. Conduct every month Problem records prioritisation meeting and assign to team member.

6. Follow change management process to implement any changes.

7. Participating in the team meetings, process improvement activities and Major Disaster Recovery Exercise and review support handover.

8. Job monitoring using ROBOT.

9. Analysing the code based on business requirement and doing minor code changes.

**Project #4:**

**Name: Allianz Life Insurance**

**Organization: Rightpath Computer Technologies Pvt. Ltd.**

**Duration: July 2013 –May 2016**

**Designation: AS400 Developer**

**Domain: Insurance**

**Description:**

Allianz Life Insurance Company of North America (Allianz) offers an extensive portfolio of financial products, including fixed and variable annuities, life insurance policies, and long-term care insurance products. The company wished to concentrate on its core business and free up resources to focus on relationship-based activities rather than processing regular transactions. The changeover has resulted in considerable operational cost savings for Allianz, as well as a significant increase in service levels and consequently better customer satisfaction.

**Responsibilities:**

* I was part of team which normally handle enhancement kind of work requests.
* Analyse the requirements and provide the optimum solution to Business.
* Doing the Coding and performing Unit testing.
* Prepare the Unit test plan and release installation document.
* Providing support during the release/implementation for applications.
* Review the other request documents, code.
* Participating in the team meetings and process improvement activities.