**Shalini P U**

Address: 168, Anna Nagar 1st cross,

Thanthonimalai, Karur 639005 - Tamil Nadu.

**Contact:** +91 9994506775 ; **E-mail:** shalini.june@gmail.com

**PROFILE:**

* Dynamic & competent professional offering **11.5 years** of total IT experience and 9 years in Production & Enterprise Support.
* Subject Matter Expert for the Banking applications **(Post Trade Services)**
* Working as shift lead for providing L2 support for Banking related applications.
* Knowledge in troubleshooting/debugging/problem solving in: Unix, Windows, MSSQL, IBM MQ
* Knowledge on ITIL Process - Incident/Change/Problem/Capacity Management

**Technical Skills:**

**Primary Skill** : Linux-7, Windows

**Automation Tools**  : IP Center

**Database/DB Tools** :Oracle Developer**,** Toad**,** MSSQL, Informatica

**Scripting** : LINUX

**Monitoring Tools** : AppDynamics, Splunk, Autosys, Service now, BMC, Winscp

**PROFESSIONAL EXPERIENCE**

**Tata Consultancy Services, Chennai**

**Client:** Barclays; **Domain**-Banking

**Role:** IT Analyst **Feb 2016 – Till date**

**Roles & Responsibilities:**

* Investigate Business critical Trade flow issues by back-tracing process paths in Database and assist in fixing the same with limited resolution time.
* Capacity Management – Monitor server space, create R3 in advance to achieve zero downtime for applications due to space issues.
* Debug stored procedures (SQL) to understand and answer Business queries raised through an Incident queue in ServiceFirst.
* Schedule and Manage Server Patching for entire Banking IT production servers and maintain the DCR workflow steps for the team. Attending DCR tests, Server migrations for Banking application packs.
* Guiding the team in handling batch failures (Autosys batches) for T+1 data refresh jobs which were escalated by the batch monitoring team, the batch jobs runs in Unix, SSIS, Qlickview environment.
* Prepare quick and reliable SQL scripts to do Trade reprocessing and static data updates. Implement them with planned and emergency Change requests.
* Investigate dtsx packages (SSIS) in windows server to understand Banking Finance users’ queries on Trade values and Banking Revenue calculation.
* Automating the regular reports requested by users using UNIX, Shell Scripting.
* Created space monitoring/reduction scripts for all the Banking application related Unix Servers.
* Handled Major Incident calls during outages and prepare post mortem report. Guided the team to chase with task owners for completion where ever necessary. Prepare, follow up and implement ECRs where applicable.
* Problem management – SPOC to consolidate, track the problem records created by team and drive them until closure.
* Prepared monthly decks with team performance details, Incident reduction criteria, Issue trends in detail, SLA analysis, Team availability details and present clear-cut information to the Clients on monthly basis.
* Responsible for creating and updating knowledge base in Sharepoint for all possible queries from users and issues handled. Encourage the team to update Sharepoint with new issues details and their workaround steps.
* Handled bi-weekly Production calls with Banking finance team/Banking development team to catch up with pending incidents, bugs and enhancement in system and preparation for Month end closure.
* Participated in weekly and monthly status meetings (internal) and generate reports to evaluate the team performance.

**Wipro Technologies, Chennai**

**Client:** Mastercard **Domain:** Banking

From Jul’2011 to Feb’2016

**Role:** Project Engineer

**Roles & Responsibilities:**

* Understanding the application functionalities, requirement and gathering required information to troubleshoot the issue.
* Debug stored procedures (SQL) to understand and answer Business queries raised through an Incident queue in ServiceNow.
* Understood the importance and necessity of timely action needed by us in resolving issues.
* Prepared monthly decks with team performance details, Incident reduction criteria, Issue trends in detail, SLA analysis, Team availability details and present clear-cut information to the Clients on monthly basis.
* Problem management – SPOC to consolidate, track the problem records created by team and drive them until closure.
* Done scripting and delivered the script and solved the request on time.

**Rewards and Recognition:**

* Mar – **2021** Service and Commitment award in TCS-5th year.
* Mar – **2019** Service and Commitment award in TCS-3rd year.
* Received Appreciation Certificate from the direct client for mentoring the team
* **2017** - Won the Star Performer award for attainment of business goals and exceptional commitment towards teamwork

**Educational Credentials**

**College:**

* Government college of Technology : 2011 - With 76% of Marks in the field of B.Tech **[Industrial BioTechnology]**.

**High School:**

* **XII** at Cheran Matriculation Hr.Sec.School, Karur with **90%** during 2006-2007
* **X** at Cheran Matriculation Hr.Sec.School, Karur with **83%** during 2004-2005

**Personal Details:**

* Date of Birth: 25th June 1990
* Language Proficiency: English, Tamil.
* Marital status: Married