**Hemamalini Chinnabba** E-Mail: chemamalini90@gmail.com

Mobile No: 7349595187

**CAREER** **VISION**

To Obtain a Creative and Challenging Role in an Organization that gives me an Opportunity for Self- improvements, Teamwork, Innovation and Leadership Contributing to the Symbolic Growth of the Organization with my Technical, Innovative and Logical Skills.

**PROFESSIONAL SYNOPSIS**

* 10.6 years of experience in UAT application support & L2 Linux/Unix, Oracle production support/maintenance.
* Expertise in Creating and Maintaining the Project Schedule which includes Monitoring and Maintenance and Reviewing the Project tasks and Support.
* Technical skills in SQL Server, Oracle, Unix, & Linux experience in application support, incident management, problem management & change management. Well-versed with IT support processes & Tools as applicable to Retail & Investment banking.
* Strong analytical skills & have good understanding of financial product, knowledge of fundamental Equities & Equity Derivatives.
* Done internal Certifications on ITSM, RTB & IKM on SQL and Oracle PL/SQL programming 11g.
* Proven ability to work in high pressure schedules, flexible and efficient in meeting deadlines.
* Self-starter with good communication and interpersonal skills.
* Dedicated and committed, willing to take on challenging roles.
* Learning AWS, DevOps Tools such as GitHub, Jenkins, Ansible, Dockers & Kubernetes to upgrade my skill sets.

**ACHIEVEMENTS**

* I have received **Best Team Award from TCS** on 18th Feb 2021 for leading the team towards the project deliverables with dedication & commitment.
* Received **Service & Commitment Award from TCS** on 18th Nov 2020 for 5yrs dedicated & continuation in TCS.
* Received **On the Sport Award from TCS** on 18th June 2020 for the best support & maintenance activities in the Project.
* **Awarded Star of the month from TCS** on 28th May 2019 for the best performance in the Project.
* I have received the **Technical Excellence Award from TCS** on 1st Feb 2019 for Completing the Unix to Linux migration testing with in the timeframe.
* Received **Service & Commitment Award from TCS** on 18th Nov 2018 for 3yrs dedicated & continuation in TCS.

**TECHNICAL SKILLS**

* Linux/Unix
* Oracle SQL & PL/SQL
* ITIL
* Control-M
* Troubleshooter
* Servicenow(ticketing tool)
* Learning AWS, DevOps Tools such as GitHub, Jenkins, Ansible, Dockers & Kubernetes to upgrade my skill sets.

**EDUCATION**

**SSC/P.C.R SCHOOL - 68% (2006)**

**INTERMEDIATE/P.C.R COLLEGE - 86% (2008)**

**BCA/VIJAYAM DEGREE COLLEGE - 77% (2011)**

**EXPERIENCE SUMMARY**

* Currently working as an **IT Analyst Lead role** with **TCS** from Nov 2015 to till date.
* Worked as **Associate Software Engineer** with **HCL Technologies** from Nov 2011 to Jan 2015.

**WORK EXPERIENCE**

**August 2018 to Current**

**IT Analyst at Tata Consultancy Services, Client: Deutsche Bank, Bangalore.**

**Roles and Responsibilities**

* Performing application Regional Health checks, Monitoring EOD jobs & updating the status to stake holders on daily basis.
* Worked in Unix to Linux migration activities.
* Preparing the 23 environments by refreshing it with prod data in Linux on every release activity happens in 45days once for testing by Traders, SIT & Dev teams.
* Coordination on planning implementation timelines, change request prioritization.
* Expertise in Creating and Maintaining the Project Schedule which includes Monitoring and Maintenance and Reviewing the Project tasks and Support.
* Managing UAT environment for testers, Holding & releasing EODs based on the business requirements.
* Hands on experience in configuration and scheduling of Control-M jobs in BMC Control-M applications
* Providing access to users, running conversion & partial conversion scripts on 23 environments & provide logs to DEV & Setup team, monitoring diskspace, MQ channels, queues & act accordingly.
* Involved in working with Dev, SIT, IDMS & Setup team to resolve the issues and escalations process whenever required.
* Involved in functional KT to testing team and new resources in team.
* Preparing Shift ROTA, assigning tasks to team, handling stakeholders calls, conducting daily team meeting to fill the gaps within the team if any.

**November 2015 to August 2018**

**System Engineer at Tata Consultancy Services, Client: Credit Suisse, Bangalore.**

**Roles and Responsibilities**

* Primary responsibility is to provide live risk support to Prime services desk as well as Equity Derivatives desk on the trading floor.
* Managing SOD/EOD batches on books for traders to facilitate sign-off, troubleshooting issues while batch run.
* Preforming application health checks to ensure system availability.
* Monitoring the system process that generates downstream feeds/files (daily trade volume analysis reports) to Product Control teams, troubleshooting generation & delivery failure.
* Daily reports, Price overrides reports, Live provisions reports, Delta reports & EOD PnL reports to the traders and managements.
* Monitoring Geneos to identify errors/failure in running jobs, services & batches.
* Migrated the schedule task jobs to Control-M through RFC (Request for change) & communicating with different teams.
* To manage release, deploy & activate the new codes in prod environment. Perform post release checkouts to ensure system stability & performance.
* Coordination on planning implementation timelines, change request prioritization.
* Given KT to new members & other teams as well.
* Raised Jira’s to Dev team & worked with them to automate the jobs/ reports & also released patches in production with management approvals.

**November 2011 to January 2015**

**System Engineer at Tata Consultancy Services, Client: Credit Suisse, Bangalore.**

**Roles and Responsibilities**

* Supporting the application by proactive monitoring.
* Monitoring payment processing, scheduler’s status and system health checks by executing standard SQL scripts.
* Involved in working in Web Methods monitoring (i.e., scheduler triggering, checking model status, log verification from WM monitor. Analyzing technical exceptions and application-level logs.
* Daily reports like KPI report, Morning Report, Overdue status report, Monthly volumes reports, Monthly performance reports to senior management.
* Addressing user level and operational level queries by using tools like CRM, dbsymphony, lotus notes etc.
* Having strong functional banking knowledge in order to support queries from operations and other support teams.
* Involved in working with L3 team to resolve the issues and escalations process whenever required.
* Involved in handling Incident management, Problem management and Release management.
* Handling crisis situations, initiating bridge calls during crisis.
* Involved in working with various alerts like TIVOLI alerts, application alerts, system alerts (cron jobs).
* Daily Server Maintenance and Subsystems check.
* Code/Script Changes on High Priority Client Request through GCMs (Global Change Management).
* Dealing with Processors/Servers failure with respect to GCMs.
* Involved in giving trainings to new members in the team.

**PERSONAL DETAILS**

Name : Hemamalini C

DOB : 18th Aug 1990

Marital Status : Married

Languages known : Telugu, English, Tamil, Kannada

Nationality : Indian

**DECLARATION**

I hereby declare that the above-mentioned Information is true to the best of my knowledge and belief.

**Place:** Bangalore

**Date:** (C. Hemamalini)