

VIJAY GUPTA

Technology Analyst

M: +48-739495708

E-Mail: tvjgupta@gmail.com

To be associated with a company where I can utilise my skills and gain further experience while enhancing the company's productivity and reputation.

TECHNICAL SKILLS

Languages : Shell Script
Databases : Oracle, MS SQL
Platforms : Windows 7/XP/2003, Linux, UNIX, Microsoft Office Utilities
Utilities : Autosys, Informatica, Toad, Service Now (SNOW/GSNOW), PPM, WCC, Axiom, Putty, JIRA, Control-M, Wily, WinSCP, SQL Server Management Studio

CAREER HIGHLIGHTS

INFOSYS Limited (Mar-2012 to present)

Client : UBS AG (Jan-15 to present)

Work Location : Singapore (Jan-15 to Mar-16), Pune (Apr-16 to May-16), London (June-16 to Current)

Project: Global Finance IT and IPV

London -

Role & Responsibilities: Project Management

- Timely delivery of day to day deliverables like daily balance sheet, PnL, regulatory, FINMA, FED etc.
- Handling internal and external audits (EnY etc) on a monthly/quarterly/yearly basis.
- Change Review & Implementation life cycle on a weekly basis with Change Authority Board (CAB).
- Production Passport & Gatekeeping on a quarterly basis (major releases) where all the JIRA's are reviewed and scrutinised before deploying to production.
- BCM (Business Continuity Management) Plan for newly on-boarded applications and conducting BCM test throughout the board for Tier1/2/3 applications annually which is as per regulatory standards.
- Capacity Management (Database / Server Level) of all the applications to ensure smooth operations.
- Co-ordination of infrastructure migration which comprises of IaaS, DBaaS, STaaS, Windows Platform etc.
- Monthly Operational Review Meeting for senior stakeholders to provide insight into deliverables, major issues, key highlights, upcoming demand, challenges and getting their feedback.
- FTE & Budget Calculation for newly on-boarded application to production.
- Major Incident Handling which would impact daily/monthly deliverables.
- PIR (Post Incident Review) & problem management for major incidents (Severity 4 and above, Severity 5 being lowest).

Singapore/Pune -

Role & Responsibilities : Level 2 Production Support

- Making sure that daily balance sheet is delivered to the regulatory authorities on time.
- Client Co-ordination across geographies.
- Analysing complex procedures, triggers, packages in Oracle and scripting using UNIX.
- Pre and Post implementation support and user query resolution.
- Process improvement initiatives.
- Independent Price Verification is the validation of the Front Office marks/pricing positions by comparison against independent external prices.
- There are different methods to conduct IPV tests for FICC and Equities. Valuation project facilitated all these methods using UBS In-built tools.
- Making sure that prices are snapped at correct time. The file delivery is smooth. The rates from External system (Bloomberg, Reuters, MarkIT, Fusion, WheelBarrow) are in time and proper.
- The batch processes are scheduled at day-end (from Tuesday to Saturday Regional Time Zones).
- Dealing with the higher management on daily basis and communicating about the status of Applications and Infrastructures.
- Leading calls and engage different responsible parties in order to tackle any production issues and solve them efficiently.
- Interacting with front office Business users and Business Unit Controllers to troubleshoot their day to day related issues and other systemic queries.

- There are many a times ad-hoc needs to prepare shell scripts to keep up with PROD issues and business demands, making sure that these demands are met.
- One of the primary focus is to troubleshoot database issues (Dead locks, bad Query plans, bad data in Tables sometimes) that can happen during our Month End reporting processes which end up causing delay in business deliverables. Identifying the issue and fix the issue on the fly in PROD applying the change. Constant look out for database performance and capacity related issues and improve on them.
- Engage Senior DBAs and Developers to forecast and fix on major DB performance blockages for near future. Motto is to keep Senior management informed about these kind of potential issues and fix plans around that.
- Attend to all escalations instantly when done from L1 team members on PRD Issues.
- Managing Incidents and Problem Tickets and liaising with Development team, INFRA teams to resolution state.
- Raising RNOW, JIRAs which helps in tracking Dev changes for any Bug or enhancement that may require a code change with the Coordination with CTB team and Business.
- Helping in the co-ordination across Change-the-bank and Business during UAT testing and Post implementation of new changes.

Client : Sears Holdings Corporation, USA (Sep-12 to Sep-14)

Work Location : Chennai

Project: Telluride

Role & Responsibilities: Level 1 Production Support

- Automating reports and process through UNIX and SQL as part of business requirements.
- Managed Incident, Problem and Change Management.
- Engaged in Fault diagnosis, analysis and identifying root cause to problems hampering application's health.
- Process creation and optimisation.
- Client Interaction, Bridge and on-call support for production outage issues.
- Knowledge sharing and delivery against agreed SLA (service level agreement).
- Running batch jobs and implementing CCMDDB's (Change and Configuration Management Database) on a day-to-day basis.
- Efficiently used troubleshooting techniques to identify and analyse issues affecting APIs.
- Successfully identified and provided input on unique or recurring application issues.
- Set up alerts on graphs using graphite and dash.
- Showcased strong analytical, problem solving and organisational abilities with a flexible attitude.

As Systems Engineer-Trainee:

- Undertook an uphill training in various platforms [UNIX and RDBMS (Core & PL/SQL)].
- Completed training with a noteworthy CGPA of 4.57/5.
- Spotted as an effective communicator with excellent relationship building & interpersonal skills during PSD (Personality and soft skills development) Sessions.

EDUCATION

- B.Tech. in Electronics and Communications Engineering from Krishna Engineering College, Ghaziabad (U.P.T.U.) in 2011 : 70.35%
- XII from T.R.M. Public School, Modinagar (CBSE Board) in 2006 : 67.6%
- X from T.R.M. Public School, Modinagar (CBSE Board) in 2004 : 68.2%

Achievements:

- Infosys "DEBUTANTE" award for automating various tasks for UBS.
- "STAR INFOSCIION" Award for good communication skills.
- Infosys "Bravo Award" for going an extra mile in terms of efforts, innovation and creativity.
- Qualified GATE-10 and GATE-11 exam with 97 and 98 percentile respectively.

Social Responsibilities:

- Created awareness regarding importance of education in NSS Camp organised by college.
- Donated blood at various blood donation camps organised in college and business unit.

PERSONAL DOSSIER

Date of Birth	:	13 th April, 1988
Languages Known	:	English & Hindi
Marital Status	:	Single