

Alok Kumar

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Career Vision

Willing to work as a key player in a challenging environment. Intend to build a career with leading corporate with committed & dedicated people, which will help me to explore myself fully and realize my potential.

Experience Summary

- Associated with **Infosys Ltd.** as a Senior Associate consultant from **jul 2018** to Dec 2022 on a Permanent basis.
- Worked as a Software Engineer with **Centurylink Tehnologies,Bangalore** from **Apr 2015 to Mar 2018** on a Permanent basis.
- Worked as a Senior Associate with **Igate Global,Bangalore** from **dec 2013 to Mar 2015** on a Permanent basis.

Professional Experience

- 8+ years of experience in **Production Support(L1 and L2)**.
- 8+ years of experience in System monitoring,Ticket solving.
- Exposure to GIT,Jenkins,docker,maven and CI/CD.
- Strongly versed in **UNIX Commands** and Shell Scripting.
- 8+ years of experience in System monitoring using tool like Control M and Uc4.
- As a team member I supported the production and preproduction environment.
- Good analytical and problem solving abilities.
- Having good knowledge in ITIL Process(Incident and Problem Management).
- Escalated the incident to other team as well as to onsite team when ever required.
- As a team member participate in all types of **releases** and enhancement.
- Positive attitude towards learning new things and acquiring more knowledge.
- Monitoring Log files and Log information.
- Resolution of tickets related to the monitoring infrastructure..
- Informed to business user incase scheduled job failed or incase of service outage.
- Performing weekend health check up to run the support process smoothly.
- Updating the run book when reoccurrence of issue happened.
- Take part in Patching Activity.

Skill Set

- Languages : SQL
- Scripting Language : Shell Scripting
- Operating Systems : UNIX, MS DOS, Windows

- Tools :Putty,ControlM,Nagios,ServiceNow,RLM,Uc4,Jenkins
- Version control tools : Github

Academic Credential

- ✓ B.TECH in Information Technology from BPUT.

Projects

#1(Jul 2018 to till date):

Infosys ltd

Project Title	Smart Stream GL Reconciliation
Project Type	Production/Application Support and Maintenance
Client	California Bank & Trust
Team Size	6
Technologies & Tools Used	Unix ,Shell Script,sql/plsql,ControlM,Putty,Toad,

Description:

This project is intended to perform reconciliation of inter branch accounts and generate an exception report of the inter branch accounts for which there is a mismatch. This will help in doing recon for all inter branch accounts for a date range.

This will perform reconciliation of inter branch accounts for a date range entered and generate reconciliation and exception report. The recon report will give some of the amounts for an inter branch account in a city and some of amount for other inter branch account in the corresponding city

Responsibilities:

- ✓ Monitoring Control M jobs.
- ✓ As a Production Support Engineer the primary responsibility is code level investigation of the jobs.
- ✓ Tracking the daily, monthly, quarterly and yearly batch on timely manner to make sure we are not missing any SLA.
- ✓ UNIX server maintenance co-ordination & database/application health check
- ✓ Participate in production problem analysis - provide specific, relevant production information to assist in troubleshooting the problem.
- ✓ Interacting with clients and analyzing the business requirement and fixing the issues.
- ✓ Enhancing existing Shell Scripts as per the new business requirements.
- ✓ Transferring files to particular locations in FTP servers.
- ✓ Managing Log files and log information.

- ✓ System monitoring, responding to customer queries and responding to critical/severe business issues and doing appropriate escalation based on criticality and feasibility.

#2(Apr 2015 to Mar 2018):

Centurylink Technologies.

Project Title	CDW (CORPORATE DATA WAREHOUSE)
Project Type	Production/Application Support and Maintenance
Client	Qwest
Team Size	5
Technologies & Tools Used	Unix ,Shell Script,Sql, Putty,UC4,Toad,Service Now

Description:

Corporate Data Warehouse is the primary decision operation application and database for National Mass Markets, Finance and other Qwest Business units. It collects data from Billing, Ordering, Sales, Revenue and Network Systems. Corporate Data Warehouse extracts data from legacy Billing Systems (CRIS AND IABS), combines It with Network Information and provides a 14-state view of Customers, Products, Addresses and Revenue available. Repository of customer information for MARKETS, FIN, RET, INT and many others

.Responsibilities:

- ✓ Tracking the daily, monthly, quarterly and yearly batch on timely manner to make sure we are not missing any SLA.
- ✓ UNIX server maintenance co-ordination & database/application health check
- ✓ Participate in production problem analysis - provide specific, relevant production information to assist in troubleshooting the problem.
- ✓ Interacting with clients and analyzing the business requirement and fixing the issues
- ✓ Solving ticketing issues auto generated and client.
- ✓ Enhancing existing Shell Scripts as per the new business requirements.
- ✓ Managing Log files and log information.
- ✓ System monitoring, responding to customer queries and responding to critical/severe business issues and doing appropriate escalation based on criticality and feasibility.
- ✓ Perform day-to-day operations, administration and maintenance activities in support of the application

#3(Dec 2013 to Mar2015)

IGATE Global

Flagstar Bank:

Flagstar Bancorp, Inc. operates as the holding company for Flagstar Bank, a federally chartered stock savings bank. Flagstar is the largest publicly traded savings bank headquartered in the mid west United States. Flagstar is also a leading mortgage lender and a national leader in the wholesale mortgage business. The bank was chartered in 1987 under the name First Security Savings Bank, FSB.

L1 Production Support Engineer

Technologies & Tools Used: Unix ,Shell Script,Sql,ServiceNow,Autosys

Team Size:6

Responsibilities:

- Responsible for Patches, Configuration.
- Troubleshooting unintended results and error logs to investigate cause of unintended results
- UNIX server maintenance co-ordination & database/application health check
- Participate in production problem analysis - provide specific, relevant production information to assist in troubleshooting the problem.
- Interacting with clients and analyzing the business requirement and fixing the issuesSolving ticketing issues auto generated and client.
- Responsible for SLA delivery.
- Managing Log files and log information.
- System monitoring, responding to customer queries and responding to critical/severe business issues and doing appropriate escalation based on criticality and feasibility.
- participated in all types of releases.

Declaration

I hereby declare that all the statements made above are correct to the best of my knowledge and belief. Date: Alok Kumar