

# MOHAMMED ISHWAAN

Technical Analyst

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## SUMMARY

Dynamic Senior Technical Analyst with extensive experience at FABLE FINTECH PVT LTD, excelling in Azure cloud management and Kubernetes orchestration. Proven track record in incident management and API monitoring, ensuring system uptime and operational excellence. Adept at collaborating with cross-functional teams, driving efficiency, and enhancing service delivery.

## Experience Overview

- (Production support, Service-analyst, Technical Analyst, Application support, API & integration support) Working in PRODUCTION and UAT environment
- Experienced in managing application build & implementing file-based integration. Concepts of Pods, Nodes, containerization, Deployments, Version build, Continuous monitoring,
- Hands on Experience on managing application deployment and support on Azure cloud environment with docker Kubernetes based deployment architecture.
- Experience on working on system ,windows ,Linux,unix,Tools like
- WINSCP,KIBANA,GRIFANA,TRELLO,,JIRA,SUMMIT,DYNATRACE And Knowledge of SQL Query & database.PL/SQL,ORACLE
- JAVA Execution of query & Scripts Good knowledge of implementing DML, DDL, TCL,DCL,Languages Knowledge of ITIL and incident & Problem management change Management & Application
- management And support to web based java applications Working in ITSM tools and framework help organization standardized
- process within the ICICI Environment Working closely with Application owner Team to fulfil the service operations as per icici standards Organizational support
- Basic understanding on Audit & Application compliance
- Good understanding on API & Integrations within the Application.
- Assisting & supporting Team to reach there service goals
- Managing & supporting to get the task to the closure
- Analyzing on ops gaps and provide Support to the teams to close within the TAT
- Strong knowledge on ITIL framework ,Good knowledge and practice of ServiceNow
- Creating Incidents and tickets within the SLA and closing the Tickets by Ticketing system
- Having ability to manage Production / Application Support to various Live Applications
- Real-time monitoring & analysis of call logs.

## EXPERIENCE

Technical Analyst

02/2022

FABLE FINTECH PVT LTD

Mumbai, India

Digital Payment Domain ONE REMITTANCE PLATFORM UK/Canada/India

- Worked extensively on Azure cloud environment with AKS (Azure Kubernetes Service), Windows & Linux VMs, and Kubernetes-based deployment architecture.
- Supported PaaS applications integrated with Azure ecosystem, ensuring smooth operations and minimal downtime.
- Monitored APIs and integration flows of requests/responses for online transactions, ensuring system uptime with tools like Dynatrace, Grafana, Kibana.
- Experienced in managing application builds and implementing file-based integrations.
- Provided production support and troubleshooting across Application, Infrastructure, and Online Transaction Processing modules.
- Conducted daily health checks, log analysis, and monitoring of production systems.
- Reviewed and executed database queries after team analysis for client issues and internal updates.
- Coordinating with development, operations, and product teams for issue resolution, root cause analysis, and feature adoption.
- Facilitated transition of applications from project phase to production support.
- Provided end-to-end support to Ops users, Dev teams, and clients (e.g., ICICI).
- Ensured incident classification and prioritization using ITIL-based frameworks and managed SLA adherence.
- Handled incident management, escalation calls, and daily reporting for stakeholders.
- Acted as a team support, mentoring members, ensuring process compliance, and smooth transitions across ICICI environment.
- Maintaining call reports of users daily.

## SKILLS

- Azure Cloud Management .
- Kubernetes Orchestration .
- API Monitoring .
- SQL Database Management .
- ITIL Framework Implementation .
- Incident Management . SME

## INTERESTS

- ❖ A challenging growth-oriented position in a progressive company where I could contribute to the organization's success not only by my technical expertise but also through my innovative ideas and desire to achieve excellence in whatever I do.

## EXPERIENCE

### IT Service-Analyst

03/2019 - 01/2022

#### Xangars Infratech solutions Pvt.Ltd

Mumbai, India

Insurance/Digital payment Domain Tataaia Life insurance:B2B(client)PRODUCTION SUPPORT

- Providing support in handling Oracle Database 12c. Backend and front-end website Java-based application.
- Analyzing functional and logical issues raised by business and operations, getting them resolved with development teams.
- Providing technical support for online transaction processes.
- Providing application support and maintenance.
- Coordinating with development and product teams to get resolution as and when required.
- Providing end-to-end support to external users.
- Making changes in the database as per client issues and internal updates.
- Keeping up with product releases and learning the functioning of features over time.
- Maintaining SLAs to ensure smooth transitions.
- Updating the database as per customer and internal requirements.
- Being responsible for proper understanding of the prioritization matrix to classify incidents and service requests based on severity.
- Monitoring incident status to respond and resolve within SLAs.
- Escalating calls as per the defined escalation matrix.
- Working on incident, problem, and change management as per KPIs.
- Supporting and resolving P1 and P2 incidents and submitting RCA reports to seniors.

### IT Support Consultant

09/2017 - 01/2019

#### Modern Informatics Pvt.Ltd

Mumbai, India

PROJECT: Infra support Security infra Domain

- Troubleshooting hardware, software, and network problems.
- Installing Windows 7, 8, 8.1, and 10.
- Configuring Outlook 2010, 2012, 2016, and backing up email data.
- Configuring all types of printers on USB, network, and Wi-Fi.
- Providing remote support to external employees and clients through AnyDesk, TeamViewer, and AmmyAdmin.
- Coordinating with phones and emails to resolve employee and client issues.
- Installing SQL Server 2012 and 2014.
- Managing centralized antivirus solutions.
- Configuring and installing network routers (Tech Routers, Saturn) via remote access.
- Performing daily backups according to the schedule.
- Maintaining asset inventory of desktops, laptops, printers, and phones.
- Creating tickets within the SLA and closing them.
- Maintaining call reports of users on a daily basis.

### Technical Support Engineer

03/2016 - 06/2017

#### Agate Business Services Pvt.Ltd

Mumbai, India

Technical Helpdesk (Hpcl Helpdesk) HINDUSTAN PETROLEUM CORPORATION Procurement Domain

- To handle the web portal of Hindustan Petroleum Corporation site.
- Responsible for attending all incidents and service requests landing at the Service Desk via the Helpline Tool, mail, and telephone.
- Provided remote support to vendors using TeamViewer, AnyDesk, and Ammy Admin.
- Understood various categories of vendor calls.
- Logged all calls, assigned them to support groups, tracked them until closure, and updated the user.
- Allocated proper call categories for incidents and service requests.
- Adhered to response time requirements as a key responsibility of the Service Desk.
- Maintained proper knowledge of the Prioritization Matrix to classify incidents and service requests according to severity.
- Monitored incident status to respond and resolve as per SLA.
- Ensured proper activity details were updated in the tool.
- Informed shift lead and manager if an incident was violated.
- Generated daily, weekly, and monthly reports.

## EXPERIENCE

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Technical support executive <a href="#">Altius Pvt.Ltd</a>	09/2014 - 10/2015 Mumbai, India
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Technical support (Marico Tech Support) MARICO FMCG Domain

- Managed troubleshooting and maintenance of SQL-based Midas application alongside general trade applications.
- Executed application backup updates to ensure data recovery readiness.
- Installed antivirus programs based on client requirements to mitigate risks.
- Recovered critical data from media failures, preserving essential information.
- Updated and validated databases to maintain application accuracy.
- Addressed both frontend and backend SQL database issues in Midas application.
- Oversaw installations and troubleshooting tasks for vendor applications, enhancing performance.

## EDUCATION

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B.Tech-CS-SAISHA INSTITUTE OF TECHNICAL SCIENCE <a href="#">Tamilnadu</a>	2014
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SCIENCE, MATHS,Mumbai Board(SRP JUNIOR COLLEGE) <a href="#">Mumbai</a>	2009
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SSC-SCIENCE Tamil nadu Board(DON BOSCO HR SEC SCHOOL) <a href="#">Tamilnadu</a>	2007
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