Chhaya J. Penn

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| **TECHNICAL SKILLS:**   |  |  | | --- | --- | | * UNIX/Linux (CentOS, Sun Solaris, HP-UX, AIX, RedHat) * Grep,netstat,find,ifconfig,df –lh,vi,man,crontab,cat,ls * Python, Anaconda Navigator, JupyterLab, Notebook * Libraries: Pandas, Numpy, Seaborn, Matplotlib * Cisco routers 2500s, 7000s, Cabling & Fiber to GBICs * Ansible Semaphore, Jenkins, Cron, VS Code, WSL * WireShark Pcap, JIRA Kan Ban, Remedy, GIT HUB, Bitbucket Pull Request, Putty | * TCP/IP, Fix Protocols OMS, Fix 4.2, Fix 4.4, Fix 5.0 * Binary Protocol, proprietary APIs, WebSocket * SalesForce’s Service Cloud, Tableau, SPLUNK * PICO Corvil, , ITRS Geneos Active Console, Zabbix * Toad Data Point 6.0, DBeaver, PostgresSQL * SQL Query STATEMENTS, Aggregate, Joins * DQL, DDL, Low/No-code Apps: Tableau, Salesforce, Google Apps |   **PROFESSIONAL EXPERIENCE:** | |
| **CELOXICA,** New York, NY 0**6/23 – Present**  **FIX Application Support**   * UAT and system integration testing, creating and executing test scenarios to validate data integrity and operational workflows. Production support across multi-system environments. * Utilize Ansible Semaphore as a job scheduler. Edit CRON for scheduling jobs. Use VS Code to review and edit Python scripts. * Support, maintain, monitor, and troubleshoot trading platforms and software used for equities, derivatives, and FX transactions. * Ensure timely resolution of customer issues and queries, develop and enforce escalation protocols for handling critical issues. * Support Fix Client Onboarding, FIX certifications, and FIX protocol 4.2/4.4 under Linux BASH in RHEL, database queries, validate Fix messages. * FIX Certification Testing (logon/logout, New Order 35=D. Cancel, Partial Fill/Full Fill, Order Rejects and Cancel, Dropcopy or post-trade messages * Session Setup: FIX version agreed (usually FIX 4.2 or FIX 4.4), Network/IP setup (Cross-Connect, VPN, leased line, or internet) * FIX Message Specification: Rules of engagement shared (ROE or FIX spec PDF), Supported message types reviewed (e.g, 35=D, F,G,8,9,3, etc), required fields/tags reviewed (e.g., tag 11,55, 54, 40, etc), symbol conventions agreed * Analyze FIX Tags 4.2 and 4.4, order history, reject parser, FIX parser, FIX session metrics, FIX Data Message and Venue binary message, Tag11 client side, Tag526 use by exchange. Troubleshoot connectivity issues, password reset. * Analyze what message TAG100 is being sent to the SOR, DMA markets, and Venues (ATS Markets and Lit Markets): Nasdaq ITCH and OUCH, NYSE, CBOE, Polaris, LTS, BofA SOR, CME, MSET, EUREX, LSE. ICE, and more. Create Venue sessions with MPID, Sender ConpID, and IP Port. Apply SQL queries to filter, search, and analyze account data. * Onboard new clients, create new Risk Accounts, create new SenderCompID with ip port and appropriate naming convention UAT and Prod including PM, Broker-Dealers, Region, Asset Class: Equity, Derivatives, and FX, Session number, Dropcopy sessions, and new Risk Accounts. Collaborate with TNS, Option IT, and Equinix Data Centers, AMERS, EMEA, and APAC.   **BANK of AMERICA,** New York, NY 0**6/22 – 12/22**  **FX Support Engineer *(Remote Consultant)***   * FIX API configurations, FIX certifications, database queries, FIX log analysis. Utilize Geneos plugin with Crtl-M for job scheduling. * Provides end-to-end support to all Instinct FX applications used by Sales, Trading, and their support services in the FX business. Consistently resolve discrepancies in trade settlements, driving long-term solutions to eliminate recurring issues. * High profile as it has a direct impact on the firm’s revenue generating abilities. * Acts as the first point of support for application incidents. Proactive, able to multitask and work on own initiative. * Highlights functionality issues to developers. Raise defect reports to the development team for code amendment. * Strong track record of reducing breaks and improving STP rates through proactive problem-solving and end-to-end issue resolution. Strong technical knowledge: Unix/Linux, Database (Sybase/SQL/Oracle), Shell scripting, Infrastructure. * I am skilled in identifying and resolving fails, performing hands-on reconciliation, and implementing automation solutions to streamline the reconciliation process.   **THE CME GROUP,** New York, NY **02/21 – 06/22**  **CSET API Support Analyst *(Remote Consultant)***   * Responsible for onboard technical support for customers developing and certifying to all API’s for central limit order book, straight through processing, ITCH, OUCH, Dropcopy, and other functions. * Proven in break management and trade reconciliation with a strong focus on root cause analysis and resolution. * Identified certification requirements and best practices and participate in the requirements definition process. * Drive customer experience excellence by demonstrating technical expertise, service excellence and collaborative support with the customers and across the organization. * Certified a client system for core functionality, perform maintenance testing, perform development testing for new features in production-like conditions. Strong command of MS Excel for data analysis, reconciliation tracking, and reporting. * New Release product testing, development testing in new functionality, certification testing in new functionality.   **JP MORGAN CHASE,**  Jersey City, NJ **11/18 – 02/19**  **Application Support Specialist*(contract)***   * Provide high quality service to Global Wealth Management front office, middle office, operations, and technology employees. * Support key applications: Connect, on boarding Connect, Account Opening, Account Maintenance System. * Use exemplary customer service skills to resolve email and phone inquiries. * Ensuring the accurate and timely escalation and resolution of all inquiries. Document all inquiries, troubleshooting steps and resolutions. Liaising with Technology project managers/business analysts. * Communicate effectively with team and stakeholders to gain shared understanding of strategic requirements.   **HOTSPOTFx, a CBOE Company,** New York, NY **09/11-10/18**  **Production FX Support Specialist**   * Technical support for FX dealers/brokers, clearing banks and prime brokers, and market makers/takers clients using our proprietary **Fix Protocol OMS** known as **Spot ECN Fix Currency Trading platform**. * Directly communicate with clients via emails and phone to solve any issues pertaining to production **Fix Market Data (Bookfeed)** and **Fix Orders, OUCH**, and applications such as **GUI, Java API, ITCH**(Streaming MarketData), **Post-Trade Dropcopy** and **UAT** test environment to ensure Anonymous Cash FX Trading, Centralized Cash Spot FX market, and FX Prime Broker. * Support and troubleshoot back-office systems integration with leading providers including **Traiana, Logicscope, Dealhub, Markit, PrimeXM, FXecosystem, and Cameron Systems.** * Troubleshoot **FIX Tags** and connection issues by viewing the Fix logs and Bookfeed logs in the Linux servers. * Look at appropriate logs for their type of connection issues in the **Matching Engine (Linux)** and **Linux Application servers**. * Report and **troubleshoot latency issues** while viewing sniffer logs and collaborate with Network Engineers, Dev team, QA. * **Onboarded** new client accounts with sales and liquidity groups for Banks, Institutions, Hedge Funds, Asset Managers, and Proprietary Trading Firms to be Cross Connected. * Manage the creation of **LOAs** with network routings at Hotspot FX POP in Equinix Secaucus NY4 and Equinix LD4 Slough UK data center. Document all new connections. * Manage and monitor hosted **FX ECN** sessions for client connectivity to proprietary execution platform 24/5. * **Fix Market Data, Fix Orders Entry, and Trade Feed (Drop copy)**   **BLOOMBERG LP.,** New York, NY **08/08 - 09/11**  **Trading Systems Operator**   * Point of contact for Europe, Middle East, and Asia clients for all aspects of Bloomberg trading system software. Handled “World Problem” tickets efficiently by looking up resources and escalating to the correct programmer(s) and collaborating with. * Edit and second review new shell scripts before rolling out in Linux RedHat servers. Make copies of files, backup, and back-out files to resolve problems. Apply the “What changed?” rule when troubleshooting. * Inspects and reviews the nightly procedures and what must be done. Also prepare specified machines that are turned in for maintenance and assigning them to the specific Operator in the room. * Performed nightly turning of server machines (on Linux RedHat) for the next business day.   Trained new employees in the nightly routines of the job. Turning machines, processing the different ticket requests, handling phone calls, and ticket documentation.    **COLUMBIA UNIVERSITY,** New York, NY **11/06 – 08/08**  ***Associate Technology Service Technician***   * Configured IMAP and POP email accounts in Apple Mail, Thunderbird, Exchange/Outlook Express/Professional, and Netscape. * Troubleshoot Ethernet and wireless connections, switch ports, and setup wireless connections in Columbia Housing and Columbia University affiliated users. * Troubleshooting PC/Macintosh’s TCP/IP issues. Assists staff, faculty, and students with all laptop issues. * Installed Anti-Malware software in laptops and workstations, and Malware removal. * Provided professional and technical phone support to all Columbia University communities. * Resolve hardware and software drivers’ issues. Provided one-to-one consultation. * Troubleshoot Windows and Apple operating systems, software programs, viruses, spyware, network, and printing issues, as well as data recovery. Take ownership of Remedy trouble tickets and provide resolutions.  |  | | --- | | **EDUCATION:** | | * B.S. Computer Information Systems at John Jay College of Criminal Justice, NY 2006 * Certificate Of Completion AI for All: NVIDIA From Basics to GenAI Practice 06/25 | | |
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