JEYABALAN. J

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Kuala Lumpur,
Malaysia

APPLICATION SUPPORT MANAGER

Proactive....Predict....Prevent

Seeking a position to utilize my skills and abilities to take complete ownership of project management with the objective of ensuring the highest levels of service offerings to customers within their domain, service and technology area within the guidelines, policies and norms of the organization as well as to meet the challenges in professional life contributing to the growth of the organization and self. Visionary and creative with a positive proactive attitude and steadfast commitment to Business excellence

CORE COMPETENCIES

- People Management
- Service Management
- Incident/Change/Problem Management
- Functional and technical support to the end users.

- Capacity Management
- Audit Engagement
- Problem solvers
- Six Sigma approach

PROFICIENCY FORTE

- Around 11+ Years Experience in Software Development & Production Support.

- Around 6 Years Experience in Teaching Professional – Lecturer & Project Coordinator

- Strong aptitude towards learning new technologies.

- Good knowledge in Java, IBM AIX 5.2, IBM PCOMM & IBM Clear Case.

- Excellent knowledge in C and C++.

- Proficient in Object Oriented Programming Language & Data Structures.

- Good knowledge of UNIX Internals, Shell Scripts, Sybase & TCP/IP.

- Self-confident, self-motivated, with dedication and excellent inter-personal skills.

- Highly motivated, energetic team player with excellent analytical skills.

- Excellent Commitment, dedication and Planning towards goal oriented tasks.

- Leadership Qualities in coordinating team in the right way towards progress.

- Established strong relationship with stakeholders for a high satisfaction index.

- Lead and motivated large teams while supporting application for various business divisions.

PROFESSIONAL EXPERIENCE

Standard Chartered Scope International	July 2007 to Till Date
Kuala Lumpur, Malaysia	Designation: Application Support Manager

Project#1: Magellan OTP & LTP (Open Account Trade Port & Limit Trade Port)

Wholesale banking of SCB render various types of Open Account Products, ranging from Factoring to Accounts Receivables discounting since 2002 to their clients. Apart from this, SCB additionally offered to their clients the concept of supply chain financing –clustered with various Open account products customized to the foreign clients of SCB to continue the buying and selling activities with smaller middle market clients. SCB's Factoring Product is run by I-Factor application whereas -other

types of Open accounts are supported by the existing system of Trade Finance built for supporting Documentary Trade Finance are tuned with some work around to assist the other forms of Open Account products. So, there is a need felt by the SCB group to think on one single system / platform (Open Account Trade Port – OTP) to support all types of Open Accounts and Factoring together. On the other hand, there is major impediment to the growth of Open Account product due to the lack of a seamless and effective Global Limits system. The development of this Global Limits System is done in partnership and consultation with Credit Rethink. Due to timing differences, it was mutually agreed with Credit Rethink that Magellan would first develop the new Trade Limits System in full consultation with Credit Rethink. At the appropriate time as determined by Credit Rethink, the new Trade Limits System (Limit Trade Port – LTP) will be amalgamated into the new Wholesale Bank Limits System as developed under Credit Rethink.

Limit Trade Port

Global trade limit management will provide enhanced controls, efficiency and management of limits

- ❖ Centralized Limit and utilization for Corporates, FI and Country
- ❖ Centralized control limit for Insurance, country, counter party and program caps
- ❖ Online, real time utilization and release of limit

Trade Auto-Approval

- ❖ Transactions of values within auto-approval threshold will be auto-approved at Trade Ops
- ❖ Transactions that are auto-approved will be priced at the pricing as indicated on LTP

Responsibilities:
- ❑ Team Management, Remedy (Incident, Problem & Change Management) and Service Management.
- ❑ Involve on daily handling of incidents, operational maintenance and support, project support and proactive/preventative analysis of systems.
- ❑ As part of the production system support team, involved in providing functional and technical support to the end users.
- ❑ Organizing the service call periodically in order to tracking the open issues and cause.
- ❑ Proactively managed the reconciliation breaks in the system and rectified the recon differences.
- ❑ Always ensured to resume the day to day issues raised by the end users.
- ❑ Represented the team along with the service manager during client / end users periodic visit.
- ❑ Provided training and clarification to the functional issues and concerns raised by the end users.
- ❑ Played key role in implementing the change request process for the trade team. Managing the change management team and obtain approval for the production release.
- ❑ Part of the change control board in analyzing and scheduling the valid change requests/system improvement enhancements after obtaining approval from the stakeholders.
- ❑ Capable to analyze the impacts with the upstream and downstream systems and provided solutions to the issues raised by the users.
- ❑ Owner of few critical modules within trade systems for providing immediate solutions to the issues raised by the users.
- ❑ Handled the reconciliation breaks between the source and downstream systems. Proactively managed to clean up all recon breaks.
- ❑ Overlooked the organization of training sessions for existing team members, and provided classroom training to new recruits

Design

- ❑ System will be build in accordance to SCB standards and review by J2EE – CoE and WB – Architecture teams / Application & Database Server [WAS 6.1/ Oracle 10.2].
- ❑ System will be developed as a unified multi-tiered Trade platform using state-of-the-art technology, confirming to current J2EE industry standards.
- ❑ The Service Oriented Component based Architectural Model will be adopted to ensure high reusability of components within Trade System and loosely coupled interfaces between services.
- ❑ The application architecture will be based on thin client architecture to ensure easy rollout and deployment, and support the HUB and SPOKE model and allow access globally.

Project#2: I-Factor Receivable Services for Asia Pacific Countries

I-Factor is a UNIX application package from Hill Price Davison to automate the factoring business. It is to support the process for Receivable Services – the Factoring and Invoice Discount Business. It runs on an IBM RS/6000 server with IBM AIX 5.2. It is a host based Transaction Processing System. For a better user interface, IBM Personal Communications (PCOMM) emulator is chosen. It makes a user-friendly interface for working on the I-Factor system. TCP/IP driver has to be installed for the PC workstation and IP address should be assigned. Users key in daily transactions into I-Factor system via PCOMM. System will prepare calculations and statement for the Factoring business. Operation will trigger the Date End, Day Start and Month End on schedule.

I –Factor front end application runs on Server Express 2.2 (Micro Focus COBOL). During EOD Batch, data is being imported from flat files to Sybase Database through EIS Module. During EOD batch the Procedures and C Programs are being run for making various updations in tables and generating the Reports and the Interface Files which is being sent to various Interface Teams such as Core Banking System, General Ledger System, Profit Analysis System, Trade Servers etc. The mode of transfer is through NDM Node, Open SSH or FTP Service.

Responsibilities:
❑ Production support – BAU and Batch Monitoring
❑ Analyzing the user requirement specification.
❑ Preparing program specification based on impact analysis
❑ Coding and Development.
❑ Performing Unit Testing & Acceptance Testing

Surmount Technologies (P) Ltd	**Feb 2005 to Jun 2007**
Chennai, India	**Designation: Software Engineer**

Project#1: Service based Packet Filter Firewall - C++ under Linux 7.1

Service Based Packet Filter Firewall is a monitoring and preventing tool for network services. The aim of the project is to develop a self-sufficient firewall that protects the network services such as HTTP, TELNET, FTP, DNS and SMTP from the unauthorized access. The Service Based Packet Filter Firewall presents a precise and complete picture of network security. This helps the system administrator to keep track of unauthorized data and network services.

Responsibilities:
❑ Analyzing the user requirement specification.
❑ Designed the program specification based on requirement.
❑ Coding and Development.

Project#2: Confidential Mailing System - Turbo C under Novell NetWare

This project is used to send and receive confidential mail. In this project we used NETBIOS protocol for mail transaction. In this project consist of two modules – postman and mail. These two modules used for sending mail and encrypt the messages passing between sender and receiver. This mail used for particular user cannot be editable by other users and also cannot be hacked.

Responsibilities:
❑ Analyzing the user requirement specification.
❑ Designed the program specification based on requirement.
❑ Coding and Development.

Teaching Professional Experience	**Jul 1999 to Jan 2005**
Chennai, India	**Designation: Project Coordinator & Lecturer**

❖ Jul 2004 to Aug 2005: Worded as Lecturer cum Project Coordinator for SREE SASTHA INSTITUTE OF ENGINEERING AND TECHNOLOGY, Chennai, India.

❖ Jul 1999 to Jun 2004: Worked as Lecturer for KALSAR COLLEGE OF ENGINERRING, Chennai, India

EDUCATIONAL QUALIFICATION, CERTIFICATIONS & REWARDS

- ❖ **April 2003- May 2005**   **Master of Engineering (Computer Science and Engineering),**
  Sathyabama University, Chennai, India

- ❖ **July 1995- Jun 1999**   **Bachelor of Engineering (Computer Science and Engineering),**
  Adhiyamaan College Of Engineering, Hosur, India.

CERTIFICATIONS:

- ❖ **4th March**   **Six Sigma- Yellow Belt**
  LEAN PARTNER, Malaysia

- ❖ **March 2016**   **New Manager Program**me (Bank's new flagship programme)
  Scope International, Malaysia

REWARDS:

- ❖ **Reward 2012**   **1 Tech Pride Recognition and Rewards**
  Scope International, Malaysia