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PROFESSIONAL SUMMARY

Experience

An accomplished professional with over four years of experience in the production zone with a key focus on database management, project management, requirement gathering & analysis, escalation management and team management with proven domain expertise in Front End and Back End Development

Expertise

- Proficient in writing queries, SQL scripts, Oracle PL/SQL, Unix Concepts and ITIL Processes.
- Dexterous in developing applications using AEM 6.3, HTML, CSS.
- Have resolved around 450 Incident tickets and implemented over 100 Change tickets. Participated in various Disaster Recovery Exercise, have 19 Knowledge Articles and a Value Idea of Automation worth \$223K under my name.
- Skillful in working with various databases including Oracle 9i/10g, PL/SQL.
- Exposure in the Adobe Experience Manager (AEM 6.3) and AWS Architect, build and deploy highly scalable and resilient cloud-based website and applications on private and public clouds.
- Deft in translating business requirements, analyzing, debugging, and resolving the functional and production issues
- Familiar with the various aspects of ITIL management including incident, change and problem management
- Conversant with UNIX, Windows Operating System Environment and job scheduling Application such as Control-M

Global Exposure

- Gained exposure to a global culture which includes studying in USA

AREAS OF EXPERTISE

Database Administration | Project Management | Requirement Gathering/Analysis | Escalation Management | Shell Scripting | Job Scheduling | Incident Management | Change Management | Problem Management | IT Production | Control-M | Team Management | Cloud Management

TECHNICAL SKILLS

<i>Process</i>	ITIL
<i>Tool</i>	SQL Developer, Putty, BMC - Control-M, ITRS – Geneos, DAP ,CRXDe Lite,AEM-6.3
<i>Ticketing tool</i>	Service Now
<i>Database</i>	Oracle 10g/11g
<i>Scripting Languages</i>	UNIX, Shell Scripting, Oracle SQL, PL/SQL, HTML, CSS
<i>Cloud</i>	Adobe (AEM) as Cloud Service/AWS

ENVIRONMENT

Front End: HTML | CSS | AEM

Back End: Oracle SQL/PSQL | UNIX Shell Scripting

Cloud: Adobe Professional DevOps Engineer/Amazon Web Service Solution Architect Associate

BADGES EARNED



Adobe Professional – Adobe Experience Manager Dev/Ops was issued by Adobe

EXPERIENCE

Organization	Designation	Duration
HCL Technologies. Ltd., India	Software Engineer	Aug 2018 - Till Date
Solartis Technologies, India	Operation Associate	Oct 2017 - Jun 2018
Infosys Technologies, India	System Engineer	July 2014 - Oct 2014

KEY PROJECTS DELIVERED

Professional Experience 1:

Organization : HCL Technologies.
Designation : Software Engineer
Client : DWS Mutual Funds.

Project's Summary:

Project name & code : Adobe AM Lighthouse
Duration : Dec 2020 – Present
Role : L2 Prod. Support
Team size :4

Description:

It's an existing site, where the requirement is to maintain the same site completely in Adobe Experience Manager (AEM 6.3). There are two types of pages. Fund landing pages and Fund details pages. There are different types of funds like Mutual Funds, Closed End Funds and VIP Funds etc. Responsible for promoting the Changes and replications from UAT to Production environment. We are also responsible for all the maintenance activities such as installing SSL, WebSSO Certificates and providing backup time to time.

Roles and Responsibilities:

- This Project is based on Agile Methodology.
- Responsible for promoting all the Changes from UAT to Production websites.
- Have experience in merging the code and approving PR request in Bit bucket.
- Responsible for certificate installations such as SSL, WebSSO for websites using Cyber Ark.
- Have created some components like Fund Facts, Fund table, Fund List component in Closed end funds and VIP Funds.
- Worked with Authors for recoloring the websites and updating the Logos.
- Worked on many components in AEM such as Experience Fragments and responsible for proper functioning of QA, UAT and publish environments.

Professional Experience 2:

Organization : HCL Technologies.
Designation : Software Engineer
Client : Deutsche Bank.

Project's Summary:

Project name & code : ESPEAR-DB PMAOGM Ops
Duration : Oct 2018 – Dec 2020
Role : L2 Prod. Support
Team size :12

Description:

ESPEAR stands for **S**ecurities **P**rocessing **E**valuation and **A**rchitecture **R**e-Engineering. It is an integrated front-to-back, event-driven, exception-based platform for the CIB businesses within Deutsche Bank.

ESPEAR is designed to support Straight through Processing (STP) of trades. STP covers the entry of a trade into the system at the front end, through the back office processes, out to the client and agent, through trade settlement and finally cash and stock reconciliation, all without manual intervention. ESPEAR draws attention to the exceptions of the process while allowing all good trades, instructions and data to automatically flow through the system.

Roles and Responsibilities:

- Developed Scripts for User Reports.
- Responsible for escalated customer questions/issues, collect bug reports and other issues from production customers.

- Communicate issue status to customers in accordance with defined SLA's.
- Monitoring & Handling the Jobs (Batch Jobs) in the Control-M and escalating in timely manner if there is any delay in reaching the feed.
- Gathered the requirement from the client/application and translated the business details into Technical design.
- Create and managed Database. Used the technical document to design the database tables
- Created PL/SQL (Stored **Procedures** / **Functions** and **Packages** for database.)
- Maintenance of developed application according to the client request.
- Report generation and maintenance.

Professional Experience 3:

Organization : Solartis Technologies
 Designation : Associate Engineer
 Client : All Risk Insurances

Project's Summary:

Project name: Lovullo
 Duration : Sep 2017 – May 2018
 Role : L2
 Team size : 8

Description:

- KYC On boarding and Account opening tool for Global Markets used for on boarding new clients, setting Trade relationship ids, performing regular review on the clients, and extending the business to different booking locations.
- Client adoption tool for global transaction banking and Global corporate finance. Included account opening process, extend adoption on various jurisdiction and performing regular review on the clients based on which risk is being calculated.
- Master Data management solution for All Risk insurance maintaining of client information with highest trust value score generating the report and providing to various downstream systems. It is a batch cycle.

Roles and Responsibilities:

- Solving critical production issue raised by users using incident management tools and Produced Proactive and Predictive Delivery to improve application stability.
- Initiating and handling IM calls based on the criticality of the issue.
- Generating reports for stake holders used for audit purposes and automating it as per user requests.
- To identify the production incidents/issues and fix them by making the necessary changes to shell scripts, Control-M command lines or database tables
- Attending CAB calls conducted by change management, involving in discussion regarding the changes that is going to get implemented.

EDUCATION

- **Master of Science in Systems Engineering** from University of Houston, USA – 2016 (CGPA-3.4/4)
- **Bachelor of Mechanical Engineering** from KCG College of Technology, India- 2014 (CGPA-8.1/10)



Masters Program (Master)
 World Education Services