Aarthi V

Email: **rthi1890@gmail.com**
Mobile: **+91-9940670221**

Summary

- 6+ Years of experience in Application Support and Enhancement of web applications in Retail and Banking domains.
- Hands on knowledge in Agile and Cloud(AWS) methodologies.
- Extensive hands on experience in UNIX, Oracle and Java.
- Hard work and dedication for achieving quality deliverables on time.
- Ability to work efficiently with quick learning of new technologies to fulfill project needs and to deal with people diplomatically.
- Adoptable to new environments and strong commitment to add value to the organization.

Professional experience

- Jan 2016 – till date working in Standard Chartered Global Business services. (Technical Support Lead and Senior Product Analyst)
- Nov 2011– Jan 2016 worked in Infosys Technologies limited, Chennai. (as Technology Analyst, Senior Systems Engineer and Systems Engineer roles)

Certification

- Oracle Certified Professional Java SE 5Programmer.
- Spanish-Basico certified by Instituto Hispania
- Completed Internal certificates on Retail as well as Banking Domains

Education

- B.E(Computer Science and Engineering) – secured 79% from Sri Ram Engineering College, Chennai during 2007-2011
- HSC – Secured 87% from Jeeva Velu Higher Secondary School, Tiruvannamalai during 2005-2007
- SSLC – Secured 88% from Mt. Saint Joseph Higher Secondary school, Tiruvannamalai during 2004-2005

Skills Set

- Having Good Domain knowledge in Banking and Retail
- Administration of critical applications in both domains.
- Strong hands-on experience in Monitoring tools like ITRS(Geneos), BMC and Control-M
- Possess vast experience in Usage of Managed services and ITIL and have experienced in tools like ServiceNow and BMC remedy.
- Good understanding about the Agile Methodology and part of Agile team.

- Excellent written and communication skills.
- Having good knowledge in ITIL framework.
- Preparation of Technical and Audit documents
- Ability to work independently and meet deadlines.

Project Details

- ✓ **Support Lead -** For **Standard Chartered Global Business services(SCB)** Jan 2016 – Till Date

- Manage and supporting 4 Banking Applications for Document and Template managements, Customer Due diligence applications, Contract Managements which have been rolled out in 50+ countries and used by the users across the world.
- Ensures and promotes ITIL best practices for Incident, Problem, Change, Release management within Team.
- Works with Change Management/ Release Managers on the evaluation of change events.
- Lead for release management of software deployments. Executes or drives the team to configuration changes, execute deployment scripts and post deployment testing\monitoring and User confirmation.
- Performance and capacity monitoring for local applications, provide proper remediation plan to address performance and capacity issues.
- Ensures the Disaster Recovery plan is up to date for the applications and participating in the Bank-wide DR drill activities
- Hosting weekly meetings to discuss production issues and their permanent solution with Development teams and key Business stakeholders.
- Responsible to provide data to the Key holders from the system for regulatory and audit purposes
- Heading outages and ensuring minimal or no business impact.
- Automated the repeated manual tasks and reduced the manual works.
- Implemented and setup the monitoring alerts in the critical\high processes to identify the issues as soon as it occurs through ITRS.

- **Domain**: Banking (Global Banking and Transaction Banking)
- **Design\Develop**: J2EE, Webmethods, spring, ActiveMQ.
- **Languages**: Core Java, J2EE, SQL, Shell Script
- **Database**: Oracle11g, MSSQL
- **OS**: Linux, Windows, Unix
- **Tools**: BMC Remedy, SQL Developer, JIRA, ITRS Geneos Monitoring, Client Due diligence applications, Document and template management applications, putty, Winscp, ctrl M
- **Hardware**: x64, x86

- ✓ **Technology Analyst - For AHOLD Client in Infosys Technologies** November 2011 – Mar 2017

- L2 and L3 supports for WFM (Workflow Management) applications.
- Worked in Production application support for Core Java/J2EE, Oracle Database and Work Brain Tool related application collaboratively with customers, partners, and professional services to resolve application related issues that customers reported.
- Responsible for Ensuring the Time and Attendance are properly captured for the employees, forecasting the sales and thereby Scheduling the employees in shifts considering their availability and thereby their payroll is calculated properly.
- Acted as SPOC in offshore for rolling out the work brain tool in more than 100+ retail stores.
- Key contributor in the devising and implementing Archival and purging mechanism.
- Raising Change Request and implementing Change for up-gradation, enhancement and repair of application.
- Has worked widely in RFS which is development oriented issues.
- Has worked in SQL & Oracle database and got hands on experience with resolving issues by use of queries.
- Ticketing Tool: ServiceNow

Domain: Airline and Travel(Transportation)
Design\Develop: JAVA\ J2EE
Languages: Core Java, Work Brain
Database: Oracle 11g
OS: Linux, UNIX
Tools: ServiceNow, Putty, Winscp.
Hardware: x64, x86

- ✓ **Senior Software Engineer - For Wal-Mart Client in Infosys Technologies**

- L2 and L3 supports for 10+ Retail applications.
- Worked in Production application support for Core Java/J2EE, Informix Database applications to capture sales in various Wal-Mart stores in VIPS, Suburbia and Superma
- Responsible for Ensuring the Time and Attendance are properly captured for the store employees, Wal-Mart bank card details are maintained for the Users as well as the staffs.
- Involved from the transition phase to making the steady support phase of the applications.
- Created many Understanding documents post the knowledge transition phases.
- Acted as SPOC for Defect prevention.
- Performed many RCA for recurring issues and documented for future reference.
- Raising Change Request and implementing Change for up-gradation, enhancement and repair of application.
- Ticketing Tool: BMC Remedy(Spanish)

Domain: Retail
Design\Develop: JAVA\ J2EE, UNIX
Languages: Core Java, 4GL
Database: Oracle 11g, Informix
OS: Linux, Unix, Windows
Tools: Remedy, Putty, Winscp, Ctrl-M
Hardware: x64, x86

Personal Information

Father's Name	:	P.Vijayakumar
Date of Birth	:	5th June 1990
Languages known	:	English, Spanish, Hindi, Tamil
Address	:	Plot No-139, Ramana Nilaiyam, 2nd street Kandaswamy Nagar, Palavakkam, Chennai -41

Declaration

I hereby declare that the above furnished information is true to the best of my knowledge.

Place: Chennai   [AARTHI.V]
Date: