Madhusudan Bhanuse

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EXPERIENCE SUMMARY

Application Support Engineer with 3.6+ years of experience in production support for Java-based applications in the investment banking domain, serving high-profile clients like Credit Suisse and UBS Bank. Skilled in managing critical data quality issues, automating workflows to enhance operational efficiency, and ensuring system stability through ITIL best practices. Strong understanding of the Trade Life Cycle, application maintenance, and cross-functional collaboration to drive seamless business operations.

TECHNICAL SKILLS AND TOOLS

- SQL, PLSQL (Oracle/Sybase database)
- Unix, Python, Shell Scripting
- Java Application Support(JAP)
- ServiceNow, Control-M, Tectia
- Qlik, OpenShift, Informatica, PuTTY
- Observability Tool Splunk, AppDynamic, Grafana
- Basic services of AWS
- Docker, Git, Github, Jenkins

PROFESSIONAL EXPERIENCE

TATA CONSULTANCY SERVICES (TCS)   **October 2021 - Present**

Client & Project (1): UBS (Union Bank of Switzerland) – Production Support
Role: **L2 Support Executive**

- Monitored and ensured high application availability and reliability, resolving business-critical incidents using ServiceNow, Control-M, and Splunk to reduce response time and improve system stability.

- Managed batch failures and troubleshooting using Tectia, Oracle ,Sybase DB, and Qlik, optimizing monitoring with observability tool AppDynamics, Grafana, and OpenShift.

- Facilitated ITIL-based Change Management and CAB reviews, collaborating with development teams to assess business impact and ensuring smooth post-change validation.

- Managed release deployments, performing end-to-end application checkouts and documenting updates in Confluence and OneNote.

- Led disaster recovery (DR) and quarterly maintenance (QMW), executing failover testing, mock DR drills, and ensuring compliance with ITIL Service Continuity Management.

- Investigated and resolved settlement issues, trade feed discrepancies, and transaction failures across financial systems, ensuring seamless transaction processing. Addressed payment exceptions, reconciliation mismatches, and upstream feed discrepancies, improving financial transaction accuracy.

- Managed Problem Management (PRB) tickets, performing root cause analysis and implementing long-term fixes to prevent recurring issues.

- Developed Bash Shell Scripts and SQL queries to automate report generation

- Handled user requests for data extracts, ensuring data consistency, accuracy, and integrity across platforms.

- Diagnosed and resolved data quality issues, including missing, duplicate, and incorrect records, supporting business users with transaction reconciliation and settlement exceptions.

- Managed MQ Queues, OMB Queues, and Middleware Systems, ensuring seamless communication between teams and applications while monitoring queue depth, utilization, and outgoing message buffers to optimize performance and prevent delays.

Client & Project (2): Credit Suisse – Production Support
Role: L1 Support Executive

➢ Monitored application health across global regions (APAC, EMEA, Americas), ensuring stability by tracking EOD, SOD, and intraday jobs using Control-M for a global investment bank.

➢ Managed ITIL-based Incident, Change, and Problem Management in ServiceNow, prioritizing issues based on severity and resolving job failures through documented workarounds.

➢ Performed infrastructure monitoring, proactively resolving CPU utilization, disk space, and server health issues via observability tool AppDynamics, Moogsoft, and ServiceNow to maintain system performance.

➢ Conducted BAU (Business As Usual) checkouts, verifying application health and ensuring all business-critical services were running smoothly.

➢ Served as Duty Manager, manage escalation point, maintaining system stability, and providing real-time status updates to stakeholders.

➢ Investigated job failures, performing root cause analysis, initial troubleshooting, and escalating unresolved issues to L2 to prevent workflow disruptions.

➢ Managed alerts efficiently, stopping/starting services and addressing threshold breaches to minimize downtime and ensure continuous availability.

➢ Handled scheduled extracts for weekly/monthly reports, ensuring timely processing and accuracy based on business requirements.

➢ Executed Quarterly Maintenance Window (QMW) and Disaster Recovery (DR) tasks, following L2-provided runbooks, validating systems, and ensuring a smooth recovery process.

➢ Collaborated with cross-functional teams during CAB calls and change implementations, assisting development teams in post-change validation to minimize business impact.

➢ Trained and mentored new joiners on monitoring tools, ITIL best practices, and processes, enhancing team efficiency with hands-on guidance in ServiceNow, Control-M, and Moogsoft.

EDUCATION

MGM's Jawaharlal Nehru Engineering   **2021**
College, BATU University, Aurangabad.
B-Tech (E&TC) CGPA: 8.46

S.B.E.S College Of Science, Aurangabad   **2017**
12th -HSC (Science) percentage: 65.23%

CERTIFICATIONS

- LinkedIn Learning Certifications:
  - Linux: Bash Shell and Scripts
  - Linux: Shells and Processes
  - Learning Bash Scripting