Naveen SM

IT Operations Engineer

Contact Info

+91 9535798705
Naveensmresume@gmail.com
Bangalore, India

Key Skills

Change Management

Troubleshooting & Fixing

Problem / Escalation Management

Incident Management

Requirement Gathering

Client Relationship Management

Reporting & Documentation

Profile Summary

Working with HCL Technologies as a Senior Software Engineer and Holding **8+Years of experience in Operations, Implementations, Deployment, Release Management** and supporting the application product.

➢ Strongly skilled and dedicated ITIL Expert with a superior work ethic and client satisfaction record. Widely and deeply knowledgeable in all aspects of ITIL management and coordination.

➢ An effective communicator with excellent team building and relationship management skills with the capability to relate to people at any level of business and management.

➢ Promote and support the deployment of Service Management processes to all groups interacting with Problem Management, Change Management and Incident Management

Education

➢ **B.Tech[**Information Technology**]** from Francis Xavier Engineering College (Affiliated to ANNA University) Year: May 2005 – May 2009, FIRST CLASS

Technical Skills

Devops Tools	Operating Systems	Databases
Git/GitHub	Linux – Red hat	Mysql/Maria
Jenkins	Unix - Centos	Sql
Udeploy	Microsoft - Windows	Oracle
Autosys	Scripting - Bash Shell	Plsql

Work Experience

Employer #1 **: Hcl Technologies [Oct ' 2014 – Till date]**

Designation : Senior Software Engineer
Client : CitiBank Apac
Project : Release UAT and Production Management
Technologies: Unix/Shell Scripting, Git/GiitHub, Autosys, MySql, Oracle11G, Udeploy, ITRS

Employer #2 **: Onmobile Global Limited** [Nov ' 2010 – Oct ' 2014 **]**

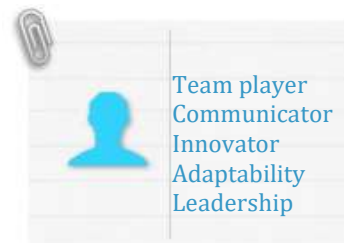**Designation :** Senior Operations Engineer
Client: Airtel Africe/Tata Docomo
Project : Caller Ring back Tune , Voice Portal
Technologies: Unix /Shell Scripting, Mysql, Apache Tomcat, SS7, Jenkins, Maven, Git/GiitHub

Soft Skills

Team player
Communicator
Innovator
Adaptability
Leadership

Responsibilities #1 [Hcl Technologies]:

➢ Identifies operational priorities by assessing operational objectives
➢ Improves operational quality results by studying, evaluating, and recommending process re-design
➢ determining impact on total system
➢ Lead from the front and handle decisions independently
➢ Strong expertise in delivering managed service
➢ Automating the regular repeating jobs
➢ Involving in deployment and release for all equities trading application
➢ Equities application monitoring and enhancing the performance
➢ Regular interaction with the business manager
➢ Performing release on weekly basis
➢ Solving daily intraday trading issues from equities floor
➢ Fixing deployment issues and coordination with the developer
➢ Sharing System and method of operating Procedure to the respective team.
➢ Providing the weekly Team status report to the client and Hcl Managements

Responsibilities #2 [Onmobile Global ltd]:

➢ Identifies operational priorities by assessing operational objectives
➢ Managing VAS/CRBT/IVR applications, servers, storage systems & Network.
➢ Handling & troubleshooting CRBT/Foot Ball SMS product for 12 countries in Africa
➢ Service pack creation related to Different Billing Scheme for both CRBT and IVR using MySQL and Web servers.
➢ Performing MySQL Optimization
➢ Installing and Migrating DB from MySQL to Maria DB.
➢ Applying release to the product platform as per new changes.
➢ Configuring clustering and voice portal application servers.
➢ Automation of daily tasks using bash shell scripts.
➢ Troubleshooting and technical support with network connectivity, security and database applications.
➢ Configuring E1 connectivity from client end to onmobile application server and making them live by doing configurations along with multiple testing.
➢ Supporting day to day client issues over Jira and documenting the test cases.

Personal Details

Marital Status	: Married
Languages known	: English, Hindi, Urdu, Tamil
Permanent Address	: JP Nagar 7th phase, Bangalore 560078
Linkedin	: https://www.linkedin.com/in/naveen-shaik-mohammed-752670158/
Passport	: Z3113429

Declaration

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

Naveen.S.M