



Naveen SM

Change Management

Contact Info

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Bangalore, India



Key Skills

Change Management

Investigation / Troubleshooting

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 Devops, Operations, Implementations, Deployment, Change and 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



Git/GitHub
Jenkins
Udeploy
Autosys

Operations



Unix/Linux - Operating system
Bash Shell - Scripting
Apache Tomcat - Webserver
Windows - Operating system

Databases



Mysql/Maria
Sql
Oracle
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/GitHub, Autosys, MySql, Oracle11G, Udeploy, ITRS

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

Designation : Senior Operations Lead Engineer

Client: Airtel Africa/Tata Docomo

Project : Caller Ring back Tune , Voice Portal

Technologies: Unix /Shell Scripting, MySql, Apache Tomcat, SS7, Jenkins, Maven, Git/GitHub



Soft Skills



Leadership
Innovator
Communicator
Adaptability
Team Player

Responsibilities #1 [Hcl Technologies]:

- Gathering the requirements by interacting with the clients
- SPOC for the Project implementation and planning
- Improves operational quality results by studying, evaluating, and recommending process re-design
- determining impact on total system
- Leading and guiding a team of more than 12 in the capacity of a Reporting manager
- 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 HclManagements
- Responsible to take complete ownership of Incident Records in order to track root cause & ensure preventive measures are in place in order to avoid repetitive Sev-1's.

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