

**Naveen SM Change Management** 

**Contact Info** 0091 9535798705 Naveensmresume@gmail.com Bangalore, India

# Key Skills

**Change Management** 

Investigation / Troubleshooting

Problem / Escalation Management

**Incident Management** 

Requirement Gathering

Client Relationship Management

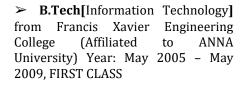
Reporting & Documentation

## 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

## <sup>T</sup>Education



# **√Technical Skills**

#### **Devops Tools Operations Databases** Git/GitHub Unix/Linux - Operating system Mysql/Maria **Jenkins** Bash Shell - Scripting Sql Udeploy Apache Tomcat - Webserver Oracle Windows - Operating system **Autosys** Plsql



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





### **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 : <a href="https://www.linkedin.com/in/naveen-shaik-mohammed-752670158/">https://www.linkedin.com/in/naveen-shaik-mohammed-752670158/</a>

Passport : Z3113429

### Declaration

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