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| **Naveen SM Contact Info**  **Change Management** 0091 **9535798705**  **Naveensmresume@gmail.com**  **Bangalore, India** | |
| core24x24icons**Key Skills** | knowledge24x24icons**Profile Summary** |
| |  | | --- | | Change Management | |  | | Investigation / Troubleshooting | |  | | Problem / Escalation Management | |  | | Incident Management | |  | | Requirement Gathering | |  | | Client Relationship Management | |  | | Reporting & Documentation | |  |   edu24x24icons**Education**  ➢ **B.Tech[**Information Technology**]**  from Francis Xavier Engineering College (Affiliated to ANNA University) Year: May 2005 – May 2009, FIRST CLASS | 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  Image result for technical skills icon**Technical Skills**   |  |  |  | | --- | --- | --- | | **Devops Tools** | **Operations** | **Databases** |   Image result for down arrow icon**Image result for down arrow icon *Image result for down arrow icon***   |  |  |  | | --- | --- | --- | | Git/GitHub | Unix/Linux - Operating system | Mysql/Maria | | Jenkins | Bash Shell - Scripting | Sql | | Udeploy | Apache Tomcat - Webserver | Oracle | | Autosys | Windows - Operating system | Plsql | |
| exp24x24icons**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**]**  **softskills24x24iconsSoft Skills**    **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  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.  Image result for personal icon**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** | |
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