* **Tom Thomas**
* **E-mail:** [**tomthomas@gmail.com**](mailto:tomthomas@gmail.com)
* **Contact: +91 432-414-2137**

Educational Qualification

* **B.E. (Information Technology**) from **Mumbai University** with 63%.
* Diploma in Computer Technology from Maharashtra Board with 76%.

Profile

* **5.5 Years** of Experience in **Application/ Production** **Support** in ITIL structured environment.
* Skills include **SQL server, UNIX, PLSQL, UNIX shell scripting, ITIL Process.**
* Having Knowledge of **DB** concepts like Joins, constraints, DDL, DML, DCL commands.
* Having knowledge of **UNIX** commands, UNIX Shell scripting to automate processes.
* Experience in global tools such as **Autosys**, Control-M, and **Service-Now**, BMC Remedy.
* Possess good communication and client interaction skill (written, verbal, oral).

Work Experience

Project Details:

**Employer : Barclays Global service centre Private Limited**

**Client : Barclays Global service centre Private Limited**

**Project : RTB (RunTheBank) RefenceData (Investment & Pricing)**

**Duration : 2 + Years**

**Domain : Banking**

**Environment : SQL Server, UNIX, ITIL, Shell Script, Autosys, Service Now**

Project Description:

Maintaining and supporting key applications used by ReferenceData for Investment and Pricing of NYK, LDN, APAC regions.

Project Roles:

=> **24/7 Point person** for all system failures, batch failures, providing W/A or fixesto applications.

=> Resolve **incident** within defined **SLA** and Interact with internal team and external 3rd party

Vendors whenever required.

=> Good understanding of **shell scripting** to make automation and reduce daily task and decreasing the number of production incidents.

=> Keeping updated documentation and **KB article** and get it recertified timely by SME.

=> **Liase with user** directly to understand requirement and **design** **SQL** **query** to provide data for reporting & reference purpose.

=>As a shift lead responsible to **Lead and prioritize** application support team’s workload.

=> **Triage** customer issues and provide a quick communication to clients on status of such issues.

=> Monitoring of batch completion within **SLA** and systems availability 24/ 7 in production.

=> **Troubleshooting** job failures, long runs, chase alarms by reviewing **Windows** **server or UNIX server log files**, by executing scripts, SQL queries.

=> Responsible for resolving **production** **Batch** **issues and user application issues or inquiries**.

=> Execute Scheduled Tasks and Intra-day **Application** **Health** **checks**.

=> Working on various file transfer Autosys jobs which upload/download file from vendor.

=> Report monthly **status** to senior management for resolved and escalated incidents/inquiries.

=> Report weekly **status** to Manager on activities/tasks worked for process improvement.

Employer **: Cognizant Technology Solutions**

Client **: Credit Suisse International**

Domain **:** Banking

Project : Product Controller

Environment : SQL server, UNIX, Squirrel, Tectia, Service Now, Control-M.

Project Description:

Maintaining and supporting key applications used by Product Controllers (CFO) of Credit Suisse International for Trade analysis of NYK, LDN , APAC regions

Project Roles:

=> Resolving **Incidents** raised by Application end users and back end application issues.

=> Properly handles user and batch monitoring incidents as per **Priority** to achieve **SLA**.

=> Interact with business end users and other **upstream/downstream** application teams.

=> Gather customer requirement and Track all issues escalated till closure.

=> Write **SQL** **queries** to extract data and analyze the same to figure out client reported issues.

=>Monitor **batch** jobs failures, long runs and take appropriate action by evaluating **UNIX log**.

=> Create documentation (Batch run book, **KB Article, M&P**, KT document etc.)

=> Perform **weekend maintenance**, Release activity, and DB and Server checkouts activity.

=> Raising **C2W** (call-to-work), **SIN** (service-impact-notification) and handles Outages.

=> Daily give status call and Recognize Impact/Delays/Issues and brings to Managements attention.

=> Provide Application KT / Technical KT session to new joiners, Train team members to improve team performance.

=> Performed Ticket Analysis and made self help articles for users to make ticket count reduction.

Project Details:

Employer : **Tech Mahindra Limited**

Client : AT&T Services Inc.

Project : GNT Application Support

Environment : SQL, UNIX , ServiceNow , CONTROL-M.

Project Description : GNT is **AT&T’s** the ticket notification platform

Project Roles :

=> Fixing all live production issues through 24 X7 support as per SLA timelines.

=> Monitoring of overnight batches and ensuring batch completion within **SLA**.

=> Closely monitor completion of milestones and deliverables and systems availability 24x7 in production.

=> Executing scripts, making Database updates, Engaging different teams.

=>  Recognizes Impact / Delays / Issues and brings to Managements attention.

=> Initiate and maintain bridge calls, Response to incoming customer Emails and Phone calls.

Project Details:

Organization : **IBM India Pvt. Ltd.**

Employer : Bizinnovative Software Private Limited

Project : Business Intelligence & Advance Analytics

Environment : IBM DB2(9.5), SQL, BMC Remedy, UNIX,AIX (64 9.5.10)

Project Description:

The implementation of the Business Intelligence project is designed with the vision of enabling easy access to cross-functional data for effective business decision making.

Responsibilities :

* To Provide Adhoc SQL Query and sample Data as per user Requirement.
* Creation of DB objects like Tables , Views , Indexes , Joining, Merging tables.
* Interact with business users and other upstream/downstream application teams.
* Initiate and maintain bridge calls and Response to incoming customer Emails, phone calls.
* Communicating with the Product Managers regarding the status of the jobs.
* Documenting troubleshooting and problem resolution steps.
* Publish daily / weekly / monthly status reports to users & IT stake holders.