

NAZISH NAWAZ KHAN

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EXPERIENCE

Ensono Technologies LLP

Data Center Operations Analyst

Client - UBS

Pune, India

Dec 2019 - Present

- Providing first level of support and taking charge of the incident and perform investigation in less than 15 min, in a 24x7 rotational shift
- Working on job abends (restart, adhoc run, force complete, no-op, manual hold), modifying JCL (overload/override), OPC/ESA, SDSF, JES2, ISPF, CICS, MQ, IPL
- Engaging Incident Management team and support teams if necessary to ensure that incidents are resolved in a timely manner within SLA timeframes
- Monitoring Managed File Transfer and restarting transferid/filetypes which got failed using Asimon and WWRS application
- Stop/Start gateway servers and checking server status through Putty (jump server)
- Preparing incident reports for higher management.

Cognizant Technology Solutions

Senior System Engineer

Client - Key Bank

Pune, India

April 2017 - Dec 2019

- Monitoring Console and Batch process and making sure batch jobs finishes within SLA, in a 24x7 rotational shift
- Involved in IPL activities, VDR recycle task, NDM file transmission process, Checkoff job maintaining, Service task operations, Virtual Tape monitoring, Mirror reflection
- Addressing accordingly TWS Manual Held queue and 6.7 SLA queue
- Monitoring SFTP Inbound/Outbound file system alerts and reprocessing them on hourly basis.
- Analyse ticket data to proactively detect incident trends/problems and coordinating with support teams to investigate/resolve problems once they have been detected
- Executing and log daily activities within a daily checklist/shift log
- Backup, upon notification failures, rerun job as per documentation, resolve incident or escalate to support teams

EDUCATION

Basaveshwar Engineering College

Bachelor of Computer Science and Engineering CGPA: 7.40/10

Bagalkot, India

Aug 2011 - May 2015

SKILLS

- Operating Systems: Linux, Windows, Z/OS
- Monitoring Tools: Net Cool, TWS, Main View, BBI TOM, Bizlink Manager, IBM SCLM, Endeavor, Asimon/MFTMON, Putty, HMC, NETVIEW
- Ticketing Tool: Service Now, Moog soft
- Scheduler : OPC/ESA, CA-7, Control-M, AS400

CERTIFICATION

ITIL Foundation Certificate in IT Service Management, AXELOS

Certificate Number: GR671317811NK, Candidate Number: 9980043001416566

Oct 2021

ACHIEVEMENTS

- Recognition from **Amy G Brady** (CIO and Executive VP of KeyCorp) for outstanding performance in service delivery and handling critical shifts with efficiency.
- Maintaining 100% SLA set by the Client for the last 4.6 years.