

## PROFILE SUMMARY

Experienced IT professional with over 6+ years of experience in application support and enhancement within the banking sector (Barclays). Adept in managing production environments and ensuring seamless deployment, change, and release processes, and implementing ITIL best practices. Proficient with ServiceNow, Unix, and Jira, with a proven ability to enhance support processes and drive operational excellence. Ready to bring a blend of technical skills and problem-solving acumen to the team.

## PROFESSIONAL QUALIFICATIONS

**Masters in Computers Applications**, Kurukshetra University, 74%, July 2018

**BSc in Computer Science**, Kurukshetra University, 72%, June 2015

**Key Skills and Tools:** Core Java, Linux/ Unix, Shell scripting, SQL, MySQL /Oracle, JIRA, Troubleshooting and Problem Solving, OpenShift, AppDynamics, Kibana, Wily, Chef, Jenkins, ServiceNow, Bankworks, SOA, TWS, WinSCP, Putty, MQ, Autosys, Performance monitoring and optimization, Production support, Deployment and release management, ITIL framework and processes; Incident, problem, and change management; Service Level Agreements (SLAs), Coordinating with development and operations teams, Analytical thinking, Quick decision-making, Debugging and issue resolution, Creating technical documentation, Windows Server, Confluence, Maintaining logs and records, Process Improvement.

## PROFESSIONAL EXPERIENCE

**Application Support Specialist/ Senior Systems Support Analyst, Barclays (Sep 2024 – till date) System**

**Support Analyst, Barclays (Jan 2019 – Aug 2024)**

### Barclays Acquiring Business Banking Project (Jan 2019 – Oct 2021)

- Ensured seamless operations by maintaining application performance and executing timely code deployments in Production environments, directly supporting Barclays' payment processes.
- Spearheaded production deployments, managing end-to-end processes to minimize downtime and maximize efficiency.
- Optimized job scheduling and monitoring using tools like TWS, improving system reliability and response times for critical Batch Management activities.
- Resolved complex business-critical issues related to Barclays payment schemes, ensuring uninterrupted service, and enhancing customer satisfaction.
- Generated and analyzed monthly performance scorecards to provide stakeholders with insights into application health, driving informed decision-making.
- Proactively identified and mitigated risks, preventing potential service disruptions and ensuring continuity of operations.
- Maintained clear communication with stakeholders during incidents, providing timely updates to ensure alignment and swift resolution.

### Barclays Corporate Banking Project (Nov 2021 - Present)

- Collaborated with onboarded clients to gather feedback and worked closely with the development team, driving the successful implementation and continuous improvement of the DCP/CLR portal on the aPaaS platform, ensuring it met business needs.
- Prevented potential production issues by proactively monitoring and addressing pod behavior, maintaining system stability.
- Handled and resolved payment-related issues, ensuring smooth corporate transactions, and minimizing disruptions.
- Delivered timely solutions while communicating new functionalities and changes to users and stakeholders, enhancing service delivery.
- Led client and stakeholder meetings, presenting regular performance reviews to ensure transparency and client satisfaction.
- Ensured incidents were resolved within SLA, keeping all parties informed and conducting thorough root cause analysis for continuous improvement.

## ACHIEVEMENTS

- **Spot Awards:** Earned Spot Awards on three separate occasions from the leadership team for exceptional proactive incident resolution, showcasing a strong ability to anticipate and address issues effectively.
- **Outstanding Performance Rating:** Sole recipient of the Outstanding Rating in the March 2024 appraisal cycle out of approximately 50 department members, highlighting top-tier performance and dedication.
- **Top CET Exam Rank:** Achieved a remarkable rank of 33 in the Haryana State MCA CET exam out of over 20,000 candidates, demonstrating exceptional academic aptitude and competitive edge.