



# AHAMED JAMEEL

## CONTACT

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## EDUCATION

November 2006

B.Tech: Information Technology

**Md Sathak AJ College of Engineering**, Chennai

## PROFESSIONAL SUMMARY

Having **5 +** Years of Experience in ITSM (Incident, Problem, and Major Incident Management).

Having **2.4** Years of Experience in Application Testing.

Having experience in Mainframe application and Web Application.

Having experience in Monitoring Batch and Application support.

Having experience in Migration Project.

Worked experience in Insurance Domain, Banking Domain, Telecom Domain, Education Domain and Oil & Gas Domain.

Knowledge in Service now tool.

Knowledge in ITIL Process ( Change and Release Management).

Knowledge in Agile Technology.

Knowledge in Banking Application.

Communicate clearly with work colleagues using emails etc.

Good understanding of Application infrastructure.

Ability to coordinate with technical and non-technical audiences.

## SKILLS

- Effective communication
- Incident priority assessment
- Organization and Time Management
- Service Now
- Team building

## WORK HISTORY

February 2016 - December 2021

**Incident Manager, Wipro Limited**, Chennai, India

**Project Name :** VF Corp Account

### Roles and Responsibilities:

Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible.

Resolve Incidents within the specified Service Level

Agreements/Operational Level Agreements.

Provide first-line investigation and diagnosis of all Incidents and Service Requests.

Provide a single point of contact for one or more IT Service Management process and business partners..

Responsible for planning and coordinating all the activities required to perform, monitor, and report on the process.

Responsible for communicating with the Incident Process Owner

Point of contact for all Major Incidents.

Monitor the workload per Tier 1 Analyst.

Provide Bimonthly Governance Report to Customer.

Preparing shift rotation and Weekly/Monthly attendance Reporting.  
Handling All complex matter and Store Escalations.  
Responsible for daily allocation of Work.

February 2016 - December 2021

**Application Support Engineer, Wipro Limited**, Chennai, India

**Project Name** : Capital One

**Roles and Responsibilities:**

Providing a mercury application access to the new user.  
Providing a password reset to the required user.  
Downloading the security documents and sends to the required user.  
Proactive monitoring of Mercury Application.  
Proactive monitoring of Application server and ensure application server is up and running.  
Ensured all the user request is analyzed on time without any ambiguities in current project and quick mail response.  
Ensure admin user can have assign and revoke privilege.

February 2016 - December 2021

**Operations Specialist, Wipro Limited**, Chennai, India

**Project Name** : LLOYDS BANKING Group

**Roles and Responsibilities:**

Proactive monitoring of Batch & Online application using service schedule of events /PBAM/OPCA/Tivoli Session.  
Ensure PBAM and Tivoli Alerts are reported to TRM.  
Monitoring the Incidents in the Jira Tool.  
Perform Initial triage on any unexpected activity and determine course of action.  
Ensure all the jobs are completed on time in Mainframe application.  
Mentored and guided new employees ensuring all were trained in product knowledge and capable of performing assigned duties.  
Using Scheduler of Events (SOE) from share point application by taking job name, and apply in mainframe application to get the current plan detail. This will ensured all the jobs are completed on time.  
I ensured all the incidents are analyzed on time without any ambiguities in current project and quick mail response.

December 2012 - September 2015

**Senior Test Engineer, I LINK MULTITECH SOLUTIONS**, Chennai, India

**Project Name** : Halliburton

**Roles and Responsibilities:**

Reading the Customer Requirements Document, Functional design document and other software phase's documents to understand the functionalities implemented in a particular module, before starting the testing.  
Co-ordinate with offshore and onsite team members.  
Responsible for supplying QC lead with project status or communicating project status to PM.  
Defect tracking and reporting the bugs by using Quality Centre and Issue Tracker  
Reviewing the test case and test scenario