

SUMMARY

Enthusiastic and Dedicated professional gained 14 years of IT experience with excellent value driven work ethics. Created fully Automated CI-CD Pipelines leading to improvement in application Build and Deployment speed by over 50%. Increased team efficiency by 20% by streamlining ServiceNow to reduce the Production incidents by 30%. Accomplished experience in Requirement gathering, Development, Analysis, Deployment, Troubleshooting in Banking and Finance domain. Seeking for an exciting new challenge to develop skills in AWS Cloud while increasing company's profitability and performance.

KEY SKILLS

- AWS Cloud Computing • DEVOPS • AWS Setup & Architecture • Agile Methodology
- Cloud Setup & Management • Troubleshooting • Liaison & Coordination
- User Authentication & Access • Automation • Requirement Analysis
- Banking & Finance • Telecom • Banking Securities • Portfolio Management • Capital Markets
- CyberArk • MS PKI • Safeword • Cybersecurity

CERTIFICATION

AWS Certified Solutions Architect Professional	Mar '2022 - Mar '2025
AWS Certified SysOps Administrator Associate	Oct '2021 - Oct '2024
AWS Certified Developer Associate	Sep '2021 - Sep '2024
AWS Certified Solutions Architect Associate	Aug '2021 - Aug '2024
AWS Certified Cloud Practitioner	Jun '2021 - Jun '2024

TECHNICAL SKILLS

- **Cloud:** AWS (Computing Services, Storage Services, Database Services, Security and Identity Services, Networking Services, Management Tools)
- **Database:** Oracle, My SQL server
- **Languages:** C, C++ 11, Java, Unix Shell scripting, PL-SQL, HTML, XML
- **DevOps Tools:** Jenkins, Ansible
- **OS:** Linux, Sun Solaris, Windows
- **Software:** Apache, Nginx
- **Concepts:** OOPS, Data Structures, Algorithms, C++ STL, Multithreading, Inter Process Communication, Socket programming, Design patterns
- **Tools Used:** Sonar, JIRA, GDB, Valgrind, Google Test framework, gcov, gprof
- **Source Code control:** GIT, SVN

PROFESSIONAL EXPERIENCE

Senior Software Engineer	Aug '18 - May '21
CITIBANK	Singapore
<i>Citibank is the consumer division of financial services multinational Citigroup. The bank has 2,649 branches in 19 countries, including 723 branches in the United States.</i>	
<ul style="list-style-type: none">• Managed to increase the team efficiency by 20% by streamlining ServiceNow tool to reduce the Production incidents by 30% thereby reducing the team workload• Conducted weekly operation synchronization meetings to improve team performance, streamline processes and identify bottlenecks to improve efficiency• Provided guidance and direction to peers on a daily basis to achieve higher client satisfaction, Target SLA, improved quality of work planning and preparation• Contributed in generation of additional revenue of \$100k through responsive customer support post product release• Mentored 4 person team. Conducted regular trainings for the team explaining Application onboarding and Operations processes• Saved company 80K - 100K per incident by reducing downtime from 5-6 hours to 2 hours, achieving over 90% Client satisfaction rate	

- Automated many of the manual Operations tasks hence **reducing team effort by at least 20-30%**
- Achieved STAR Performer award for managing 20+ applications including CyberArk, MSPKI, Safeword, HASHICORP.

Senior Software Engineer

Jul '17 - Aug '18

VERIZON

Florida,US

Verizon is an American wireless network operator and largest wireless carrier in the United States, with 142.8 million subscribers at the end of Q4 2021

- Demonstrated Legacy Application migration from On Premise to AWS resulting in improved Application performance, enhanced Security, Cost reduction leading to **35% revenue increase**
- Developed event driven automation for app teams for deployments in multiple environments like Dev, QA, and Production
- Created automated pipelines using AWS CodePipeline, CloudFormation, Jenkins, CodeBuild, CodeDeploy. **Improved deployment speed by 60%**
- Built S3 buckets and managed bucket policies and used S3 bucket and Glacier for storage and backup on AWS
- Migrated Application and Database stack using AWS services EC2, S3, RDS, ELB, ASG, VPC
- Documented all migration activities to effectively train new and existing team members

Senior Software Engineer

May '17 - Jul '17

SWIFT

Virginia,US

Swift is the global provider of secure financial messaging services. Its a global member-owned cooperative and the world's leading provider of secure financial messaging services

- Automated build and deployment process using GIT, Jenkins **eliminating 80% of the manual tasks**
- 100% Project Documentation of the Automation tasks

Senior Software Engineer

Sep '15 - May '17

VERIZON

Florida,US

- Demonstrated refactoring of the Application module code to **reduce the service loading time by 60%**
- Developed micro-service for the Application module thereby enabling **100% independent module build and deployment**
- Created fully Automated CI-CD Pipelines for code build and deployment. **Improved build and deployment speed by over 50%**
- Incorporated automated application Test coverage report using Sonar, using these reports **Code coverage improved by over 80%**
- Owned and demonstrated configuration and release management governance
- Trained and mentored 5 junior team members with Programming, SDLC methodologies

Senior Software Engineer

Mar '14 - Jul '14

CREDIT SUISSE

Pune, India

Credit Suisse Group AG is a global investment bank and financial services firm founded and based in Switzerland.

- Teamed with Project Lead to understand client needs for improved Service functionality, developing enhancements that **boosted client satisfaction improved performance by over 30%**
- Drafted detailed documentation
- Work autonomously and respond efficiently to multiple priorities

Senior Software Engineer

Oct '09 - Mar '14

BROWN BROTHERS HARRIMAN

Mumbai, India

Brown Brothers Harriman & Co. is the oldest and one of the largest private investment banks in the United States.

- Demonstrated Project planning, estimation and implementing Solaris to Linux migration and Makefile to Jamfile projects.
- Configured Web Services using Apache **improving GUI performance by over 30%**
- **Reduced defects by 20%** by debugging defects using GDB, Valgrind
- Developed code in C++ for handling cross platform issues related to Endianness, integer overflow issue.
- Developed data handling code in C++ for resolving issues occurring during BLOB to DB Table conversion.
- Performed extensive analysis Server architecture, Application build system, Third party tools, System dependencies, etc.

Software Engineer
GOLDMAN SACHS
The Goldman Sachs Group, Inc. is an American multinational investment bank and financial services company headquartered in New York City. It offers services in investment banking, securities underwriting, asset management and investment management, and prime brokerage.

- Involved in Requirement gathering, Design, Analysis and Development of various modules
- Involved in client interactions to implement enhancements to **improve application performance over 20%**
- Performed code review and test cases review and thus reducing code break and improving code coverage

May '08 - Jan '09
Tokyo, Japan

Software Engineer
ACCENTURE
Accenture is an multinational professional services company that specializes in information technology services and consulting. A Fortune Global 500 company, it reported revenues of \$50.53 billion in 2021

- Developed HTML, JavaScript code to **improve the Application GUI loading time by over 20%**
- Worked with peers to participate in daily development activities like Requirement gathering, Design, Testing
- Provided prompt solutions and proactive troubleshooting to fix bugs
- Deliver features with high Quality and On time

Oct '07 - Apr '08
Tokyo, Japan

Software Engineer
CITIBANK

- Demonstrated Requirements analysis, Design and Development, Testing, Support for enhancement of C++ application accessed by 100k Citibank internal users worldwide.
- Contributed in generation of additional revenue of \$20k through responsive customer support post product release
- Excelled in rapid application development and management of technological issues for assigned projects, earning the highest customer satisfaction rating for all software solutions delivered.
- Implemented SDLC methodologies and best practices that enhanced product definition, release processes and customization of applications to user needs.

Jan '05 - Sep '07
Mumbai,India and Tokyo, Japan

EDUCATION

Mumbai University
Bachelors of Electronics Engineering

May '99 - Jun '03
Mumbai, India

HOBBIES
Extremely passionate about Trekking and Hiking and other Outdoor Adrenaline activities. Recently completed Chandrashila Tungnath Himalayan trek.