**Mahesh Kumar**

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| **OBJECTIVE** |

To achieve excellence in working as dynamic professional offering solutions to business using the best available where my analytical ability and analyzing quest are used maximum for growth of the organization and to grow with the organization. Seeking a challenging position in well established company that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

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| **PROFESSIONAL SUMMARY** |

Currently working with **Wipro Technologies** from August 2017 to till Date as **Associate Consultant**.

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* 3 + years of experience in **Production Support** and **Application Maintenance** using **technologies Oracle 10g/11g, SQL, UNIX**.
* Have good experience in tools like Autosys, Crontab, Service Now, JIRA, and ITRS.
* Technically proficient in **UNIX, SQL** and UNIX Shell Scripting.
* Good experience in resolving issue through tickets within SLA.
* Experience in UAT and production environments.
* Working in **BFSI** Domain.
* 4 weeks training of **ITIL.**
* Preparing Knowledge documents which involve end to end information regarding process and issue resolution.
* Spotting, Tracking and restricting unwanted failures.
* Logging, Recording and Resolving failed events.
* Log Analysis/Problem Management.
* Proficient in writing queries according to the requirement.
* Excellent communication, organizational and interpersonal skills.
* Experience in training fresher’s about application respective to project.
* Flexible and versatile to adapt new environment and work on any project.

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| **ACADEMIC PROFICIENCY** |

B.E. in Electronic and Communication engineering from **R. G. P. V., BHOPAL (M.P.)**

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| **TECHNICAL SKILLS** |

**Operating system** :    Windows family, Sun Solaris 5.10, Linux HP-UX.

**RDBMS** :     Oracle 9i/10g/11g

**Scripting Language** :    Shell Scripting

**Languages** :   SQL, UNIX.

**Tools** : Toad, Putty, Service Now, SID tool, Crontab and Autosys

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| **PROJECT HANDLED #1** |

Project Name : FLEXCUBE

Client : Citi Bank

Software : Oracle 11g, LINUX, Shell Scripting, SQL and PL/SQL

Tools : Putty, SQL Developer, Toad, Putty, Service Now, Crontab and Autosys

Team Size : 8

Duration : Dec 2018 to Till Date

**Project Description**

FLEXCUBE Core Banking combines standards-based technology and industry best practices to create a comprehensive platform for service-oriented growth. Its a Oracle Product.Oracle FLEXCUBE Core Banking helps banks overcome the challenges of intense competition, reduced margins, and increased customer expectations by creating a unique competitive advantage built upon improved profitability and an extended customer reach.

**Responsibilities:**

* Responsible for handle issues on timely manner without breaching SLA.
* Provide support to application and ensure always it’s ready for business.
* Conducting routine system health checks, scripts enhancements and maintenance of database etc. Accordingly.
* Raise CR and give necessary information to development team to fix the bug.
* Write BATCH utilities and Monitor them.
* Create New SQL query as per requirements.
* Responsible for solving user queries from various media like Interchange chat channel, Mails and on telephone.
* Monitored ticket queues through Service Now including tickets generated by Delegator.
* Handling major incidents.
* Performing Request fulfilment task as per the new request came in request portal.
* Weekend tasks like Releases, Patching, DR Test, SOD and RFB Check also did.
* Co-ordinate with other teams for change management as change coordinator and preparing implementation plan.
* Preparing shift rota plan before the start of every month.
* Took actively participate in preparing knowledge base.
* Providing Support to Client on 24\*7 bases and on call as well.

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| **PROJECT HANDLED #2** |

Project Name : **Automatic Lending Process (ALP)**

Client : **ISABAL, Belgium (Consortium of Banks in European Union)**

Software : Oracle 10g, UNIX, Shell Scripting,SQL .

Team Size : 8

Duration : Aug 2017 to Dec 2018.

**Project Description**:

ALP is a totally integrated end to end software product that will automate the entire lending process. ALP automates both retail and commercial lending. It collects personal & financial details of every applicant and presents the risk profile based on pre-defined risk parameters. With OLP, any number of retail and corporate loan products can be created and shared with all/ selected branches across the country over the Internet. All the branch needs is an Internet connection and access rights to enter OLP. Loans can be processed in record time using ALP. ALP ensures complete. Transparency & Accountability through an automated workflow mechanism facilitating thereby timely & better informed decisions.

**Responsibilities:**

* Conducting routine system health checks, scripts enhancements and maintenance of database etc. acts accordingly.
* Raise CR and give necessary information to development team to fix the bug.
* Responsible for solving user queries from various media like Interchange chat channel, Mails and on telephone
* Responsible for providing the support in L2 level depending on the priority of the issues to meet client’s SLA.
* Give the status report of tickets to Manager of our team.
* Attending War rooms meeting session with other Operation & support
* Providing support to client on 24/7 bases.
* Monitor & resolve all the P1/P2 tickets in our queue.
* Conduct internal meetings to discuss the status of the project, status update to the user.
* Status reporting on a weekly basis.
* Responsible to execute and monitor the daily, weekly and monthly jobs.
* Responsible for the scheduled data cleanups.
* As a Production Support Consultant monitoring the application and troubleshooting so that SLA should not breech at any moment.

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| **PERSONAL DOSSIER** |

**Name :** Mahesh Kumar

**Gender :** Male

**Nationality :** Indian

**Languages Known :** English & Hindi