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|  | 9/6 Anil Anant Estate, Village Road, Bhandup [W], Mumbai-400078.  |+91  9757257354| [jacksonstephen777@gmail.com](mailto:jacksonstephen777@gmail.com) |

Professional Summary

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|  | To use my strong technical, people management, service management, stakeholder management and problem solving skills for the better development of the industry. |

Experience

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| 1st Aug, 2016 to  Current  (1 yr & 6 month) | **Software Engineer (Support)**, *Ember Technologies Pvt. Ltd.*   * Projects Worked: Axis Remit Direct (Technology Used: .Net & Microsoft SQL Server) in Axis Bank. Working as a part of Application Support team in 24\*7. * We perform Application Investigations/Modifications and Incident /Problem Management. * Coordinating with various teams like Infrastructure support teams and other technology teams to get production issues solved within SLA. * Wrote technical documentation and reports. Worked on flowchart and work program development. * Strengthened developmental methodologies by introducing a code quality document. * Performed regression and system-level testing to verify software quality and function before it is released. * Involvement in major changes on production environment with regards to Application Architectural changes. * Deployment of new releases. Maintaining Prod, UAT and DR setups and keeping them in sync. * Propose/implement service improvements to increase production environment stability, minimize manual efforts and setup new monitoring and Health checks. |
| 1 yr | **IT Trainee**,  *Travelex India Private Limited*   * Worked on technologies such as .Net, Microsoft SQL Server (database), Windows Server, HTML, CSS, XML & JavaScript. * Knowledge of working on Ecommerce Website, Content Management Systems such as Umbraco & Ektron. * Proactively identify problem trends and known error conditions and work towards a permanent solution. * Find the RCA (Root Cause Analysis) for the issue. * Develop and maintain Application support standards and procedures and other documentation as required. * Create and Maintain Knowledge articles, Runbook and Playbook to help support team and business users to help them resolve issues. * Provide weekly and monthly application data to Auditing team. * Making sure the Day start & end jobs run properly. * Ability to Multi-task in a fast-paced, deadline driven environment. |

TECHNICAL ACHIVEMENTS

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* **ITIL® Foundation Certificate in IT Service Management** |Axelos|License 03942679-01-41X2
* Cyber Security by Udemy
* Big Data & Hadoop | EduPristine

TECHNICAL SKILLS

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* .NET Technologies, ASP, SQL Server, Oracle, MySQL, Core Java & Servlets
* HTML, JSP & JavaScript
* IIS, Apache Tomcat, Monitoring tools like Solarwinds, Ticketing tools like LANDesk
* Windows Server & Linux

Education

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| 2013-2015 | **MSc (Computer Science)**, Ramnarain Ruia College| 66.11%(Aggregate)| |
| 2013 | **BSc (Computer Science)**, NES Ratnam College| 67.50% | |
| 2010 | **HSC**, Bright college| 57.50% | |
| 2008 | **SSC**,  St. Xavier High School| 64.30% | |

FreelancE WORK

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Developed a website for selling machines online. The admin can update the machines data (model name, cost, description, Availability) dynamically and change the displaying machines. Stock Management and customer’s data are captured through forms and provided in the form of reports to the admin.

JACKSON STEPHEN