Contact

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Top Skills

Software Development

Test Automation

Quality Assurance

Languages

English (Full Professional)

Certifications

Data Engineering, Big Data, and Machine Learning on GCP

Fintech Startups in Emerging Markets

ITIL Foundation Level

Cloud Engineering with Google Cloud Specialization

IBM AI Engineering Professional Certificate

Saju Mulakkal Joseph

MBA|ITIL|IBM Certified Processional in Data Science/ML/AI & Cyber Security. Certified in Various GCP Cloud Products

Singapore

Summary

• Technology Expert with specialization in Application and Infrastructure Support, proficient at delivering solutions with a collaborative and partnership (Over 24 years of experience in Financial Systems management; Infrastructure and Application Operations)

• Results-oriented IT professional with extensive exposure in Continues Process Improvement, Operations Transformation, Incident and Change Management

• Rich experience in Investment Banking software applications used in Equities trading, risk calculations, IB EQ/FI Research publication, distribution and Analytics platforms.

• Efficient communicator and have exposure with various front/back office business, external clients, senior stakeholders and regulators / auditors (e.g. MAS, HKMA, FINRA)

• Proven expertise at solving complex technical problems in high pressure and show-stopper situations and contributed to optimizing the processes by collaborating with internal and external business functions

• Played mid-level leadership roles for several years, I'm still driven by the hands on experience of working on production issues, solving challenging issues, identifying and eradicating them from the root.

Experience

Accenture
Associate Manager
November 2018 - Present (2 years 3 months)
Singapore

Credit Suisse
14 years 9 months

Sr. Support Team Lead

April 2010 - Present (10 years 10 months)

Singapore

Sr. Application Support team lead for Client Technology Solutions (Part of Global Market(department of Credit Suisse), Here I am taking care of various applications like CRM, Research Authoring and Distribution .

Instrumented for accormadting MIFID/FINRA regulations in our Applications Systems And done needful data management in our application database.

Production Support Team lead for GEARS (RIsk Managment System for Delta 1 Trading) and Had led Support team of AGORA (Low Latncy order state managment system)

GEARS - L2 Production Support (Market Risk Management Application for Delta One Trading - Team Leader Sep 2011 – Till Today)

•Responsible for the support and maintenance of GEARS Prod & UAT environments for US/UK and APAC.

•Ensuring infrastructure (Storage/DB/OS/SMD & Position Data) changes are co-ordinate with the application environment

•Knowledge Transfer /Documentation /Process definition / Application Monitoring Set-up are also my major activities in this project

•Co-ordination with Various Teams(Traders/Middle office/Trade Capture/ Position Sources) for risk data quality and daily risk sign-off

Sr Technical Consultant

May 2006 - March 2010 (3 years 11 months)

Production Support

•Responsible for the support and maintenance of all Dev, QA, UAT and Prod environments for US/UK & APAC.

•Updating existing or setting up for new environments for use with each new release.

•Performing the performance analysis on Dev, QA, UAT & Prod environments on going basis.

•Testing application changes as well as any configuration changes

•Handling client queries through phone, chats.mail & providing solutions with in the specified time limits.

•Writing PL/SQL blocks on user requests for manipulating the databases.

•Ensuring that infrastructure changes are co-ordinate with the needs of the application environment.

•Performing the thorough checks as and when infrastructure changes implemented like DB/OS version, storage partitions.

•Automaton and scheduling of the repeated requests from the users, And configured more than 25 Alert Mail web and email version using (Perl/Shell & cgi-bin)

•Managing crontab for periodic jobs by adding, editing and deleting the entries.

•Performing health checks before markets start.

•Reporting application defects to the development team & co-coordinating with them to get them fixed

•Advising the team on technical issues.

•Involve in Release related activities like implementation & perform post implementation test.

•Continuous automation of the manual processes.

•Performing regular BCP (DR) tests.

•Document support procedures and help facilities.

•Working with infrastructure teams & IT groups to understand issues.

Agora QA

•Regression solution designed and developed to validate Agora (Credit Suisse's Equity Trading System).

•Automated solution designed and developed using core java to validate Agora's entitlement & authentication functionalities

•Functional validation and bench marking on agora resiliency solution & replication service.

•Implementations of Virtual Lab for Equity QA Team.

•Agora release management (Agora is an Order status management system for CS's equity applications)

SumTotal Systems Ltd
QA Lead II (Test Engg)
December 2005 - April 2006 (5 months)

Dsignation: QA Lead -II

SumTotal Systems is one of the leading solution providers for e Learning Industry. I was part of their Test Engineering Team (Sub division of R&D Team) located at India Development Center. Test Engineering Team will develop various applications and framework for testing. Automation/Functional

team and Development and Quick Fix Engineering team are the clients of Test engineering team.

Major Contributions

ROI Analysis for UI automation framework and submitted the report to the senior management team.

Automated DB Testing Framework Designed /Developed and Implemented for SumTotal LMS Application Testing (This solution will reduce the effort of regression testing of LMS application (Role: Lead / Designer & Developer)

Code Flow Analyzer for LMS Application (This web solution will provide the code flow path of LMS application based on Files (ASP/Java Script Pages)/ Functions/ Stored Procedure (Role: Lead & Designer)

GE
System Analyst
December 2003 - December 2005 (2 years 1 month)

My Role -Global Product Test Lead for PCM & ITC Team Lead for View/PLC
Major Contribution

* Acquiring product knowledge of GE Fanuc S/W products & shifting the product ownership to IBC
* Lab set-up at GE-IBC for Product testing of GE Fanuc automation solutions
* Product Test team recruitment & mentoring. (Team build from 2 testers to 18.
* PCM (4.5, 5.0 & 5.5) release.
* Automated Build download, Installation & sanity test utility developed
* PCM is change management solutions for Industrial Automation Applications. Test cases of PCM automated using AutoEngine (A wrapper for SilkTest).
*) Existing defects of AutoEngine corrected & required macros developed using Silk
*) We prepared an application using windows scheduling technology, hard disk's ghost image method. After the new build generation, this application will download build and install the application on ghost image (clean stage) and conduct sanity test. Test result will send to all team members.

ADP India
QA Team Lead
April 2002 - December 2004 (2 years 9 months)

*Major Activities & Technical Contributions *
* Established testing methodology, process for product testing and offshore process defined.

* Product Change Request (PCR) analyzed, Requirement abstract list prepared and test trace ability matrices prepared and Functional test plans/ System test plans prepared and executed
* Root cause analysis (defect) conducted, Product patch releasing, Performance testing conducted
* Dealer Management System-DMS & Automotive Dealership CRM knowledge base developed
* DMS (PICK Database) Interface test cases prepared and executed
* Identify QA tools and QA best practices needed for the immediate QA team and the entire organization.
* Automation POC (Proof of Concept) project executed by using Silk and Rational Robot

Satyam Computers & Services
Sr Software Engr
July 2000 - April 2002 (1 year 10 months)

Satyam is one of the major IT solution provider of India

Major Activities

•Automation testing lab set-up at offshore and preparing the automation scripts for verifying the defects, which were identified on Intelecable (DST Innovis Inc) I also involved for defining the work instructions, identifying the deliverables and responsible for leading and execution.

•I had lead IQA team, This team was responsible for keeping and tracking of the defects which are assigned to off-shore, We will reproduce the defect and communicate to off-shore development team and after the rectification we will verify the defect existence, conducting code review and closing the defects with required documentations.

•I was the team member for building the product knowledge of BSCS and Infranet for implementation and customization at different client locations. (LHS & Portal)

•I was the team leader for the bilateral testing of ULL system of Primus Telecom-Melbourne with Telstra

Kale Consultant Ltd.
System Analyst
April 1996 - June 2000 (4 years 3 months)

Kale Consultancy is one of the major software development companies, since 1976.

Major Activities

•Product Testing & Release of Win Bank (Kaleâ€™s GUI Banking Solution.)
•Convenience of Banking-COB (Any where Banking solution) Product Testing and Integrated testing with other banking applications
•Design of Tele-Banking and ATM interface.
•COB- Low-level design and development
•Data conversion tool developed for implementation of banking solutions.
•Version control and Configuration Management of PLUTUS-BAS
•Install utility developed for PLUTUS-BAS
•On-Line Help utility developed for PLUTUS-BAS
•Customization of PLUTUS-BAS (Retail Banking Solution)& SEVA (service branch automation solution)
• Kale Resource analysis system developed.
• Documentations for ISO certification & PLUTUS BAS implemented, more than 30 Sites.
• SEVA UWB Data problem analyzed & MIS Module developed for SEVA solution and Implemented more than 10 sites

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Education

Sikkim Manipal University of Health, Medical and Technological Sciences
Master of Business Administration (MBA) · (2003 - 2005)

SREE KRISHNA COLLEGE, GURUVAYUR
Bachelor's degree, Phyiscs · (1989 - 1994)