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PROFESSIONAL SUMMARY: Various IT experience in Application production support, solution architecting, software development, manual & automation testing, I have domain knowledge in various disciplines in financial sectors like Retail banking, Investment Banks, Order state management, Trader Execution, Market & Credit Risk, CRM for Equity Traders & Automotive Industry, Financial Research Publications and distributions, Human Capital Management, Industrial Automation. Billing & Customer care for Telecom/ISP/Cable-TV. I have Excellent research, problem solving, interpersonal and analytical skills. exposure in Smart Contract development in Blockchain using Ethereum (Solidity) & EOS-BlockOne. Exposure in Credit Card Payment Gateway using Stripe Systems.

SPECIALTIES: • Closely worked with the IT development team for continuous improvement and system stability. • Expert on handling Incident, Problem, Change and Capacity management. • Expert in Application support for Low latency & High Frequency application • Certified in **ITIL** foundation & Intermediate in Operation & Services (OSA) and Continual Service Improvement (CSI) • Exposure in DevOps and Google SRE • IBM and Google Certified Data Science Professional • Various Google & IBM Certificates in Data Engineering & Cloud, UX, SRE and Cyber Security.

Organisation	Designation	Duration
Accenture -Client Credit-Suisse	App & Cloud Support Manager	11/11/2018
Credit-Suisse	Executive (Non-Officer)	12/04/2010 -10/11/2018
Origem Solutions Client Credit-Suisse	Sr. Technical Consultant	02/05/2006 -9/4/2010
SumTotal India (PVT) Ltd	QA Lead-II	29/12/2005 -29/04/2006
GE Infrastructure - India Technology Center	System Analyst	8/12/2003 -28/12/2005
ADP India Dealer Services (Pvt.) Ltd	Team Leader (QA)	19/4/2002 - 5/12/2003
Satyam Computers & Services Ltd	Sr. Software Engineer	26/07/2000 - 24/4/2002
Kale Consultants Ltd	System Analyst	01/04/1996 - 20/07/2000
India Publications Co, Mumbai	Programmer	03/10/1995 - 29/03/1996

IT Exposure

Languages	C, C++, Java, ESQ, Informix 4GL & Pro*C, GE Fanuc PLC programming, python
Middle Ware	TIBCO EMS/ Talarian RT Server/ Tuxedo, MTS, OPC (Matrikon and GE Fanuc), Coherence
Databases	Informix, Oracle, SQL Server, MySQL Clipper, FoxPro, InterSystems Cache, Sybase (ASE, IQ & MPX)
Scripting	HTML, PERL, awk, nawk, csh SQA basic, TSL, 4test, VB Script, Jscript
Testing Tools	Rational Robot,Silk, Winrunner /Runner & DbXI, Visual Build Pro & JUNIT, Quality Center, Open QA, Selenium & browser-mob
Web Platform	IIS, Apache (LAMP), WebLogic, Iplanet, Open Laszlo and Sweetdev (J2EE), MEAN, L3, Akamai, IFA
No SQL	MarkLogic /Endeca/SPLUNK, MongoDB, FireBase
Cloud Platform	IBM Bluemix /Watson, GCP (Google cloud platform), AWS
Blockchain	Ethereum Solidity, Block One -EOS
APM Tools	App Dynamics, Dyna Trace

Qualification	University	Score	Passing Year
MBA	Sikkim Manipal University of Health, Medical & Technological Sciences	Excellent (76%)	2005
PGDCA	Institute for Human Resources and Development for Electronics	Distinction (79%)	1995
B.Sc. Physics	Calicut University-Kerala	First Class (69%)	1994

PROFESSIONAL EXPERIENCE:

Accenture (Current Employer – Since Nov 2018) **Client – Credit Suisse**

Apr 2020 – Current Engagements

- Solution Architect for [PLUS2](#) portal product, this product involves integration of Various PLUS2 eco systems components (Adobe AEM & Analytics & Marklogic).
- MAS 655 implemented for PLUS2, Endeca De-comm done for SG users and migrated from PLUS1 to PLUS2
- Many digitised research publications are integrated with PLUS2 portal
- Co-ordinated 30 developers for architect design implementation for PLUS2
- People lead & Career counsellor for various Accenture Associates
- Participated Innovation Challenge conducted by Accenture CEO -for Building Sustainable Singapore (2030-50 SG Green Plan)

Nov 2018 –Mar 2020

- L2 Production Support Manager for Research Applications
- Offshore Team Build-up Application Knowledge Transferred & Expertise Developed for Offshore Team.
- Application Monitoring tools implemented for various applications of Sky walker Project

Credit Suisse (Feb 2010 –Nov 2018). Team Lead for CTS Research Team & Equity Trade Support Team

CRM & Research –L2 Production Support Team Lead CTS (Equity/FI Research Publications/Entitlement/Distribution & CRM for IB)

- Production support for various Applications in CRM and Equity & FI Research Distribution, activities includes Management of Production & DR Environment., Data Extract for various analysis like regulatory and MIS. Identifying current issues/limitation and identifying new requirements
- Support Tool/Document Development for procedural/1st and 2nd Level Support
- Change Management Agent for PTG/CTS Team for Smart Work Office (CBP- Changi Business Park office to One Changi City office) and ServiceNow (Earlier we were using BMC Remedy, now we are changing to ServiceNow) and IRMA
- Instrumented for Various Financial Regulations (FINRA/FINMA & MAS) implementations for various Research Applications

AGORA & GEARS – QA & L2 Production Support (Market Risk Management Application for Delta One Trading -

- Responsible for the QA, support, and maintenance of GEARS Prod & UAT environments for US/UK and APAC.
- Ensuring infrastructure (Storage/DB/OS/SMD & Position Data) changes are coordinate with the application environment
- Knowledge Transfer/Documentation/Process definition/Application Monitoring Set-up are also my major activities in this project
- Coordination with Various Teams(Traders/Middle office/Trade Capture/Position Sources) for risk data quality & daily risk sign-off
- DB Automation Test suite designed and developed for Prime Finance GEARS
- Automated Monitoring Scripts developed
- Automated Build Sanity Check & Functional Validation Scripts developed

Origem, Solutions (May 2006– Feb 2010) – Client Credit Suisse

AGORA - L2 Production Support (Team Leader - equity order state management system-low latency application),

- Responsible for the support and maintenance of AGORA environments of all Prod, Dev, QA & UAT for US/UK and APAC.
- Ensuring infrastructure (DB/OS and storage) changes are coordinate with the needs of the application environment
- More than 50 alert emails/ web monitoring tools are designed and developed for monitoring Agora environments
- Coordinated the development/QA resources in implementing new features and functionalities and involved performance & load testing
- Activities include management of Release/Deployment/Change/ Capacity/Storage /Infra-structure Environments

AGORA QA Regression solution designed & developed to validate Agora

- Automated solution designed & developed using core java to validate Agora's entitlement & authentication functionalities
- Functional validation & bench marking on agora resiliency solution & replication service
- Implementations of Virtual PC/Virtual Lab for Equity QA Team
- Agora release management

[SUMTOTAL SYSTEMS](#) (Dec 2005- April 06) solution providers for the eLearning Industry. I'm part of Test Engineering Team

Contributions/Activities

- 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 (Role: Lead / Designer & Developer)
- Code Flow Analyzer designed for Sum Total LMS system

GE ITC (Dec 2003 – Dec 2005) is fully owned by **GE**, I was part of the GE Fanuc S/W Team. Major focus of this team was product testing. We at ITC were responsible for testing of products like VersaPro-PLC, CIMplicity Machine & Plant Edition for Industrial automation, My role was Global Product Test Lead for Proficy Change Management & ITC Team Lead for View/PLC

Contributions/Activities

- Acquiring product knowledge of GE Fanuc S/W products and shifting the product ownership to IBC
- Lab set-up at GE-IBC for Product testing of GE Fanuc Industrial automation solutions
- Automated build download, installation and sanity testing utility designed, developed and implemented.
- Product Test team recruitment and mentoring the team. (We build the team from 2 testers to 18 testers)
- Proficy Change management (4.5, 5.0 and 5.5) release.

ADP India Dealer Services (Pvt.) Ltd (April 2002- Dec 2003) is a subsidiary of ADP, Hyderabad division is taking care of CRM product's (Right Relationship 360) development, implementation and database maintenance. I worked as SQA team leader and my major responsibilities are product testing and benchmarking.

Contributions/Activities

- Established testing methodology, process for product testing and offshore process defined.
- Participated Product Change Request & Defect root cause analysis. Requirement abstract list prepared and test traceability matrices prepared and Functional test plans/System test plans prepared and executed
- Dealer Management System-DMS & Automotive Dealership CRM Knowledge base and Test Repository prepared

SATYAM (Jul 2000 to Apr 2002) is one of the major IT solution providers of India, Satyam has been involved in development of different software applications for catering different business segments like finance, insurance, telecom, manufacturing and health-care. I was associated with Telecom VBU and contributed to horizontal business units likes Satyam US and Satyam Australia.

Contributions/Activities

- Automation testing lab set-up offshore and preparing the automation scripts for verifying the defects, which were identified on Intelecable (Cable TV billing system of DST Innovis Inc) I was also involved for defining the work instructions, identifying the deliverables and responsible for leading and execution. In this project, I was lead functional testing team of the Rating and Message Processing System (RAMPS) and IQA (Internal Quality Assurance) team.
- I was the team member for building the product knowledge of BSCS and Infranet for implementation and customization at different client locations. (BSCS is a Telecom Billing and customer care product of LHS Inc. Infranet is the ISP billing and customer care product of Portal Software Inc.), participated in the bilateral testing of Undefined Local Loop (ULL) system of Primus Telecom-Melbourne with Telstra

KALE Consultancy (Apr 1996 – Jun 2000) is one of the major software development companies, since 1976. Kale's major operations are Banking, Financial, Airlines and Health-care. I was part of the banking division. Plutus-BAS banking solution implemented more than 1000 sites.

Contributions/Activities

- Product Testing of Win Bank (Windows Banking Solution) & Convenience of Banking-COB (Anywhere Banking solution)
- Design of Tele-Banking and ATM interface & COB- Low-level design and development
- PLUTUS-BAS (Indian Retail Bank solution) customised, implemented at 30 sites, data conversion & Install utility developed
- SEVA (service branch solution) customised and implemented at 10 sites & SEVA-MIS designed and developed.
- Internal ISO auditor for Chennai Office.

India Publications Company - (Oct 1995 -Mar 1996) was one of the major press media distributors of Mumbai. I was the EDP staff member and engaged with the development of In-house applications like Business Centre Automation system, Overhead tracking system. I was also involved in testing, implementation of these applications

Contributions/Activities

Design, development and implementation of following applications “Overhead tracking system” & “Business Centre Automation system”