



# Saju Mulakkal Joseph

## Solution Architect / App & Cloud Support Manager

### Background

- Saju had 26 years of experience in Financial System's; Infrastructure & Application Operations
- Results-oriented ITIL/SRE professional with extensive exposure in Continuous Improvement, Operations Transformation, Incident & Change Management
- Rich experience in Investment Banking software applications used in Equities trade order Management , risk calculations, IB Research Analysis, publication & distribution
- Efficient communicator and have exposure with various front/Back Office business, external clients, senior stakeholders and regulators/auditors (MAS, HKMA,FINRA)
- Certifications from Google & IBM. On Data Science, Cyber Security & UX design

### Education

Masters in Business Administration

Bachelor degree in Physics

Post Graduate Diploma in Computer Applications

Courses & Certifications

### Functional Experience

- Data & Log Analysis
- Application & Infra Support Manager
- Application & Process Implementation

### Industry Experience

- Investment / Retail Banking Telecom & ISP Billing
- Industrial Automation
- Blockchain exposure in Ethereum Smart Contract (Solidity )

### Selected Experience

#### Accenture –(2018 Nov Onwards ) Application & Cloud Manager –

- Solution Architect for PLUS2.
- Application Support , Regional Lead for Skywalker Project – Supported Applications.

#### Credit Suisse (2006 May to 2018 Nov) – Application Support Team Lead

- Production support for various Applications in CRM and Equity & FI Research Distribution, activities includes Management of Prod & DR Environment.
- Data Extract for various analysis like regulatory and MIS. Identifying current issues/limitation and identifying new requirement
- Coordination with Various Teams (Traders/Middle office/Trade Capture/Position Sources) for risk data quality and daily risk sign-off
- DB Automation Test suite designed and developed for Prime Finance GEARS
- Responsible for the support and maintenance of AGORA (Trade Management) environments of all Prod, Dev, QA & UAT for US/UK and APAC.

#### SumTotal Systems –(2005 Dec – 2006 Apr) QA Team Lead 2

- Automated DB Testing Framework Designed /Developed and Implemented for SumTotal LMS Application Testing (Role: Lead / Designer & Developer)

#### General Electric (GE) –(2003 Dec to 2005 Dec) System Analyst

- Lab set-up at GE-ITC for GE Fanuc Industrial automation solutions
- Test and Release Lead for Proficy Change management (4.5, 5.0 and 5.5)

#### ADP India Dealer Services (Pvt.) Ltd –(2002 Apr to 2003 Dec ) Team Leader (QA)

- Test Lead for Dealer Management System-& CRM

#### SATYAM Computer Services Pvt Ltd–( 2000 Jul to 2002 Apr) Sr Software Engineer

- Rating and Message Processing System (RAMPS) tested @ DST Innovis Inc- California (US)
- Billing and Customer Care application implementation at Primus Telecom @ Melbourne

#### KALE Consultancy –(196 Apr – Jun 2000) System Analyst

- Product Testing of Win Bank & Convenience of Banking-COB (Anywhere Banking solution)
- PLUTUS-BAS ( Retail Bank solution) & SEVA (clearing bank solution) customized & implemented at 30 Bank sites