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| Saju Mulakkal Joseph  **Solution Architect / App & Cloud Support Manager** | [sajumulakkal@hotmail.com](mailto:sajumulakkal@hotmail.com) • +65-98627561  [Portfolio](https://sajumulakkal.netlify.app/)• [Badges](https://www.credly.com/users/saju-mulakkal-joseph/badges)• [LinkedIn](https://www.linkedin.com/in/sajumulakkal/?originalSubdomain=sg) • Singapore PR |

Experienced IT professional with a proven track record of achieving results. Over 20 years of expertise in solution architecting and implementing SaaS applications including Blue Matrix, Adobe Analytics, and Stripe. Possesses strong leadership abilities, effectively managing support resources to drive successful implementation of Investment Banking applications and provide Monitoring Solutions for a diversified portfolio of over 50 customized solutions. Skilled in delivering L2 production support for investment banking applications such as Low Latency Equity Trading Applications, Credit & Market Risk Monitoring Applications, as well as authoring, publication, and distribution solutions for EQ & FI research. Demonstrates expertise in Incident, Problem, Change & Capacity Management. Successfully implemented Retail & Core Banking Total Branch Automation Solutions for over 40 Indian Banks. Seeks to leverage extensive experience and recent skills acquisition in data analytics, application & infrastructure support, with expertise in FinTech, Blockchain, Cloud Technologies, DevOps & SRE. Committed to delivering exceptional results.

Technical Proficiencies

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| Platforms: | IBM/AWS/Rackspace and GCP (Google cloud platform) |
| Programming & Scripting | C, Java, ESQL, Informix 4GL & Pro\*C, GE Fanuc PLC programming, HTML, PERL, awk, shell script, SQA basic, TSL, 4test, VB Script, Java Script, Javafx, Python & R |
| Testing & APM Tools | SQA Rational Robot, Silk, Win & Load Runner, Mercury Quality Center, Open QA, Selenium AppDynamics/Dynatrace/NetIQ/Moogsoft and Osmosys, SQA Rational Robot, Selenium |
| Databases | Informix, Oracle, SQL Server, MySQL, Clipper, Inter Systems Cache, Sybase (ASE, IQ &MPX), |
| Middle Ware | TIBCO EMS/Talarian RT Server/ Tuxedo, MTS, Coherence, Kafka |
| NO-SQL | Mark Logic X-query /Endeca/SPLUNK SPL/Firebase |
| Blockchain | Web 3.0, Ethereum, Solidity, EOS, MetaMask, Chain Link & Moralis |

[Certifications](https://www.credly.com/users/saju-mulakkal-joseph/badges), Trainings & [Badges](https://www.credly.com/users/saju-mulakkal-joseph/badges)

ITIL V4, CSI & OSA | IBM Data Science | IBM AI Engineering | IBM Cybersecurity Analyst | Cloud Architect | Cloud DevOps Engineer | Cloud & Data Engineer | Google Data Analytics | AWS Certified Cloud Practitioner | Google UX Design

Education

MBA | Sikkim Manipal University of Health, Medical & Technological Sciences

PGDCA | Institute for Human Resources and Development for Electronics

B.Sc. Physics |Calicut University-Kerala

Career Experiences

Credit Suisse, Singapore: May 2006 – Present

Assistant Vice President, Production Support Manager for Client Channel Technologies Applications Mar 2023 – Present

Manage regional production support for CCT Applications, ensuring seamless operations and resolving issues efficiently. Assume the role of Infrastructure & CI Deputy Owner for CCT applications, actively contributing to the enhancement and maintenance of the infrastructure while driving continuous improvement initiatives.

* Served as the APAC Duty Manager for Major Incident Management for CCT Apps and leading a team for promptly addressing critical incidents and minimizing downtime.

Accenture, Singapore: Nov 2018 – Feb 2023

App & Cloud Support Manager, Solution Architect for PLUS2 Credit Suisse Skywalker Project Jan 2020 – Feb 2023

Successfully integrated BlueMatxrix Authoring/Subscriptions Solutions with the Credit Suisse Authoring and Research Distributing Application, streamlining processes and enhancing efficiency. Orchestrated the integration of APM Solutions (Novell/NetIQ/Moogsoft/Osmosys/App Dynamics) for PLUS2, optimizing performance monitoring and incident management capabilities. Seamlessly integrated CDN solutions such as Akamai for PLUS1 and Cloudflare for PLUS2, ensuring high availability, improved content delivery with enhanced security.

* Spearheaded the design and implementation of the solution architecture for PLUS2.credit-sussie.com, leveraging extensive technical expertise and strategic planning.
* Played a key role in integrating Credit Suisse PLUS2 Research Readership with Adobe Analytics, enabling comprehensive data analysis and insights for informed decision-making.
* Stripe Payment module integrated for Accenture Recreation Club (Intranet Site), (This activity is a non-CS Project)

Regional Support Manager for Credit Suisse Skywalker Project Nov 2018 – Dec 2020

Managed the CS Skywalker Project, a comprehensive Managed Service provided by Accenture, dedicated to the digitalization of the CS-Client Channel Technology Department. Conducted a highly informative Product Knowledge sharing session for both the Support and Development teams, covering 27 product applications of the CCT team. Additionally, played a pivotal role in building a robust 60-member Pune team and a 10-member US support team.

* Excelled in the role of APAC Regional Support Manager, leading the L2 production support team and ensuring smooth operations and efficient issue resolution.

Credit- Suisse–Singapore: Executive Non-Exempt Officer Feb2010 - Oct2018

L2 Production Support Team Lead for CRM & Research Team Sep2013 - Oct2018

Conducted data extraction for various analysis, including regulatory compliance and management information systems. Identified current issues and limitations, while also identifying new requirements for system enhancement. Developed support tools and documentation to streamline procedural support at both the 1st and 2nd level. Acted as a Change Management Agent for the PTG/CTS Team during the transition from the Smart Work Office (CBP - Changi Business Park office) to the One Changi City office. Contributed to change management efforts for the implementation of IRMA (Incident Response and Management Application).

* Played a vital role in improving the efficiency and effectiveness of the support process.
* Facilitated migration from BMC Remedy to ServiceNow, ensuring transition and enhanced service management.
* Proactively provided production support for multiple applications in CRM and Equity & FI Research Distribution, encompassing the management of production and disaster recovery environments.

GEARS (Trade Risk management Solutions) - QA & L2 Production Support Sep2011 - Aug2012

Accountable for the quality assurance, support, and maintenance of GEARS Prod & UAT environments across US, UK, and APAC regions. Ensured seamless coordination between infrastructure changes (Storage/DB/OS/SMD & Position Data) and application environment, guaranteeing a synchronized and reliable system. Played a pivotal role in knowledge transfer, documentation, process definition, and the setup of application monitoring, contributing to streamlined operations and enhanced efficiency. Effectively coordinated with various teams including Traders, Middle Office, Trade Capture, and Position Sources, ensuring high-quality risk data and facilitating daily risk sign-off.

* Developed automated monitoring scripts to track system performance & identify issues, ensuring timely resolution.
* Designed and developed a comprehensive DB Automation Test suite for Prime Finance GEARS, ensuring robust testing and minimizing manual efforts.
* Created automated build sanity check and functional validation scripts, optimizing the build process and ensuring the quality and functionality of the application.

Origem Solutions Pte Ltd, Singapore: Sr Technical Lead May2006 - Mar2010

Client-Credit-Suisse, Agora (Trade Order State Management Solutions) L2 Production Support May2006 -Aug2011

Held responsibility for the support and maintenance of AGORA environments, encompassing all Production, Development, Quality Assurance and User Acceptance Testing across US, UK, and APAC regions. Ensured seamless coordination between infrastructure changes (DB/OS and storage) and the specific requirements of the application environment, guaranteeing a stable and optimized system. Designed and developed over 50 alert emails and web monitoring tools specifically tailored for monitoring AGORA environments, enabling proactive identification and resolution of potential issues.

* Managed various aspects of Release, Deployment, Change, Capacity, Storage, and Infrastructure Environments, ensuring smooth and efficient operations throughout the lifecycle of AGORA.
* Effectively coordinated the development and quality assurance resources in the implementation of new features and functionalities, while also overseeing performance and load testing to ensure optimal system performance.

**Previous Experiences (Oct1995 - Apr2006)**

**QA Lead II** at SUMTOTAL SYSTEMS, Hyderabad-India

**System Analyst** at GE ITC, Hyderabad-India

**QA Team Lead** at ADP India Dealer Services (Pvt.) Ltd, Hyderabad – India

**Sr. Software Engineer** at SATYAM, Hyderabad-India, Melbourne -Australia & Sacramento -United States

**System Analyst at KALE**, Mumbai, Chennai & Pune -India