**SAMIK BISWAS**

Complete Postal Address, City, Pincode, State, India

**Contact:** +91-1234567890; **E-mail**: [abc@gmail.com](mailto:abc@gmail.com)

**ACADEMIC QUALIFICATION**

Bachelor of Technology (Electronics and Telecommunications Engineering), Yeshwantrao Chavan College Engineering, Nagpur, Maharashtra; CGPA: 7.3, 2015

**WORK EXPERIENCE**

**Senior Engineer – Product Support, Fidelity National Information Services Inc. (FIS Global Solutions), July 2018 – Present**

**Responsibilities:**

* Team SPOC for Client Process Management discussions
* Post Trade and Cash Reconciliation for approximately 60 major banks.
* IntelliMatch, Payment Investigator and IntelliSuite Product support
* Incident Queue Manager for a team of 12 people.
* Managing Process Improvement fortnightly calls with the company’s major clients like ING, Banco Santander, SparInvest

**Production Support Analyst*,* Tata Consultancy Services, Pune, October 2015 – July 2018**

**Responsibilities:**

* Barclays Investment Banking, Barclays Cards Reconciliation and Retail Banking
* Cash and Post Trade Reconciliation
* Primary Application – IntelliMatch v8.2, v9.1 and v9.2 (a software designed by FIS Global Solutions)
* Extracting information from the backend, debugging scripts in the production environment using SQL Server 2008/2012
* Acquired valuable experience in ITIL (Information Technology Infrastructure Library) skills as a part of my work in Incident Management, Change Management and Problem Management
* SWIFT message extraction and processing.
* Error and Failure Investigation Process Automation – Detecting missing files using Java, detecting errors in file data and generating graphs and plots for error trend analysis using Python, NumPy, Pandas and Matplotlib
* Team SPOC for Client Process Management discussions

**AWARDS AND ACHIEVEMENTS**

* **3 ‘On the Spot’ Awards –** A **TCS internal award** for outstanding contributions improving project stability.
* **Membership Award –** For inducting more than 15 members in the Toastmasters Club and ensuring member retention and growth
* **Employee of the Month Award –** A **TCS internal award** for contributions and dedication going beyond the call of duty
* **Certificate of Appreciation –** **From Toastmasters International** in recognition of outstanding support of the forum’s communication and leadership programs.

**ACADEMIC PROJECTS**

**Project Title, June 2014-May 2015**

**Project Location:**

* Led a team of 10 people (4 from Electronics and Telecomm Department, 2 from Mechanical Department and 4 from Computer Science Department) to design and implement an ‘Autonomous Vehicle based on GPS with a Mechanical arm’.
* Programmed the movement of the arm using Atmel 8051 micro-controller.
* Prepared a thesis paper on the project (where I contributed about the technical details of the arm movement), won the best thesis of the year.

**Project Title, May 2014**

**Project Location:** All India Radio, Nagpur

**Team:** 3 members (including mentor)

**Learning Experience**

* Studied the different modulation techniques used in Radio broadcasting
* Studied and practical hands on with the Different setup components
* Studied the different noises and how noise cancellation works

**TECHNICAL SKILLS**

* Oracle SQL and C++ Programming – From SEED Infotech, A National Skill Development Corporation training partner
* Java and UNIX – From TCS’s Initial Learning Program
* Python, NumPy, Pandas and Matplotlib – From Udemy.com

**POSITION OF RESPONSIBILITIES**

* **SPOC in Business Review Calls: Jul 2018 – Till Date (FIS) and Apr 2017 – Jul 2018 (TCS)**
* Attending Business Review Calls and address the different feedbacks from clients
* Suggesting Process Improvements and discussing the feasibility and impact of the same
* **Vice President Membership Executive Committee, Toastmasters International, Jul 2017-Dec 2017**
* Managing the member induction process of the new members
* Addressing concerns of any existing and prospective members
* Ensuring every member meets the club expectations with respect to progress in communication and the leadership track
* **Incident Queue Manager, IntelliMatch Client Services, FIS Global Solutions, Nov 2018 – Till Date**
* Working in tandem with Product Manager and Service Delivery Managers to manage escalations
* Ensure priority incidents are worked on by the incident owner
* Mitigate SLA violations

**EXTRACURRICULAR ACTIVITIES**

* Organized a 2-day C++ code-war – 6th Semester of Under-Graduation
* Organized a 2-day Web development workshop – 7th Semester of Under-Graduation
* Anchored Quarterly Townhall meetings during my stint in TCS