**Sandeep Kumar Behera**

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**PRELUDE**

Having 8+ years of IT experience in Financial Domain. A hardworking and outgoing person, adapt too many different working environments within a limited time frame. With very Positive attitude seeking a position in a company that will give me the opportunity to enhance my already-extensive understanding in the domain area and can maximize my view upon management skills, training experience, and customer service in an innovative and creative way, to contribute to the growth of the organization

**PROFESSIONAL SUMMARY**

* Proficiency in technologies like, Shell Scripting, Python, Oracle, Autosys and IBM MQ.
* Worked closely with stakeholders to analyse IT system requirements, client’s information technology needs and their resources in order to plan IT projects and fulfil client’s expectations
* Assisted in the development the Project plans and schedules including all technical milestone schedules and expectations
* Facilitated troubleshooting by mapping architecture of applications used in a system of multiple operating silos, resulting in SLA and BCP planning improvements.
* Managed and measured, through KPI's, IT service lines and supplier performance in adherence to Incident, Change & Problem Control policies.
* Developed, monitored and communicated risk management reporting to higher management.
* Gathered Service Level Agreement data and compiled monthly analytical reports to present to upper management
* Created monthly metrics report to illustrate Incident Management trending for the Production Support team
* Increased knowledge and allowed for quicker turnaround on incoming requests by providing process and procedure documentation for colleagues and business users for software applications being supported, which led to better understanding of application and functionality.
* Managing high critical incidents to ensure timely completion as resolution coordinator.
* Monitoring and Analysing System performance and take proactive measures to ensure system availability. Report promptly to management and business partners regarding critical outage until resolution.
* Experience in handling a team, manage the flow of day-to-day operations, develop a strategy for the team to reach its goal, create reports to update the Management on the team’s progress.

**ORGANISATIONAL DETAILS**

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| --- | --- | --- |
| Dates | Organization | Role |
| Jul 2014 to Till Date | FIS | Specialist – Application Support |
| Aug 2009 to Jul 2014 | Fujitsu | IT Consultant – Application Support |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Operating Systems | Unix Solaris – 9/10 platforms, Sun Solaris UNIX, Linux, AIX, Windows-(9X, XP, NT, 2003) |
| DBMS | Oracle (9i/10g) , SQL |
| Messaging Tool | IBM MQ web Sphere |
| File Transfer Tools | FTP, NDM |
| Scripting | SHELL, PYTHON Scripting |
| Incident Management | Remedy, Service Now, HPSM, Heat, Unicenter Service Desk, Asset Arena, Team Support and Team Tracker |
| Monitoring Tool | SCOM 2007 R2, HPOMU |
| Scheduler | Autosys, Dollar Universe, Control M, Crontab |
| Tools & Utilities | Toad, SQL\*Plus, ITIM SM7 (Service Manager), Service Now |
| Domain Knowledge | Investment Banking, Reinsurance, Retail, Asset Management |

**CERTIFICATION**

* ITIL Foundation
* ITIL Intermediate (Service Operation)
* OCA
* Python
* Shell Scripting

**PROJECTS ENDEAVOUR:**

**Project#1**

|  |  |
| --- | --- |
| Organization | FIS, Pune |
| Project | Invest One Scheduling |
| Period | Jul 2014 – Till date |
| Description | Manages all types of funds on one database. Runs processes in real time. Provides access from any web-based environment. Offers robust reporting and compliance functionality. Is deployable in-house or on an ASP basis. Includes a fully integrated general ledger and accounting features. |
| Role | Specialist – Application Support |
| Responsibilities | * Writing shell script or Python script to automate that helps in monitoring, reporting and trouble shooting * Converting old shell script to python script for better performance. * Performed software application and disaster recovery testing, ensuring business-readiness following failover. * Authorized emergency break-fix requests, reporting details of requests to ECAB group * Conducted live migration drills with sustain teams and advisor call centres to test response time of teams and functionality of Business Continuity Emergency Fail Over backup environments * As a part of Major Incident Management (MIM) team, take care of all the P1 issues and follow-up till the closure. * Develop the DR test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan. Responsible for testing and quality assurance of systems upgrades. * experience in designing, developing and tuning high transaction volume workflow solutions like EOD or BOD, EOM batches * Automate the job flow, job request, job report through Unix Shell scripting. * Involves writing and debugging scripts for WMQ and WMQI, trouble shooting and refreshing of channels, Queue manager. * Provided End to End support for Application and actively involved in reporting promptly to management and business partners regarding critical outage until resolution. * Holding review meetings with users and in downstream/upstream application teams to discuss issues, monitor progress as per schedule and ensuring timely completion and delivery; extended production support timings as per required. |
| Tools and Technology | Oracle(SQL), Shell Programming, UNIX, Python Scripting, Autosys |

**Project#2**

|  |  |
| --- | --- |
| Organization | Fujitsu, Pune |
| Project | Infrastructure Management Services |
| Period | Aug 2009 – Jul 2014 |
| Role | Sr IT Consultant |
| Responsibilities | * Prior responsible for the tool SCOM 2007 R2 and HP-OVO as admin. * Install new releases on HP OVO/Unix cluster solution as well as SCOM 2007 for production and integration * Application support and further development, Plan for future tool developments, Analyse new versions and patches. Improve job management in the respective customer areas of the service. To optimize production handling. * Managing Customer Escalations and Primary provider of Root Cause Analysis for incidences involving team's supported applications. * Install, modify and de-install Uproc, Task, session for SAP modules through dollar universe * Served as liaison between IT, vendors and internal departments |
| Tools and Technology | Oracle9i, PL/SQL, Shell Scripting, UNIX, Dollar Universe, SCOM 2007R2, MOM, HP-OVOW, HP- OVU, HP Service Manager (I3S), MQ |

**CARRIER SUMMARY**

* Completed B.E. in Mechanical engineering from B.P.U.T University, Rourkela with 64.1%.
* Passed Higher Secondary examination from Fertilizer Higher Secondary School, Angul with 60% of marks.
* Passed High School Certificate examination from Fertilizer Higher Secondary School, Angul with 80 % of marks.

**Personal Particulars**

**People Skills:** Excellent Reasoning, Communication and Articulate skills, enthusiastic, detail and target oriented, quick in learning and amicable behaviour.

**DOB:** 07/05/1983

**Language known**: English, Hindi, Odia.

**Gender**: Male

**Marital Status**: Married