KRITIKA PANDEYC:\Users\g.a.mishra\Desktop\lineBreak.gif Mobile: +91-9742362625  
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**CAREER OBJECTIVE**C:\Users\g.a.mishra\Desktop\fade_line_r.png

To obtains a challenging position in a high quality IT environment where my resourceful experience and academic skills will add value to the organizational operations.

**WORK EXPERIENCE**C:\Users\g.a.mishra\Desktop\fade_line_r.png

IT professional with more than 6 years (including 6 months of onsite client location experience) of Information Technology experience who provides top-notch service, sets high standards, and exceeds expectations.

**Executive Summary:**

* Over 5 years of proven experience in Information Technology with professional experience on **Tools and Automation, Unix admin, Unix shell scripting, Powershell, ITIL and database concepts.**
* **6 months of onsite experience for implementing ITIL Framework**, client discussion (actively participant of QBR meetings), along with implementing and driving patching, problem, change and incident management, i.e. represented as Service Management office (certified ITIL V3).
* Worked on IPSoft - IPCenter Application and Arago- Autopilot(Human Intelligence Robotics Operations -HIRO) for automation of IT IS repetitive task. Building re-usable assets using IPautomata for Windows, UNIX, Network and Oracle environment.
* Brief experience and knowledge on other automation tool like Ayehoo Eyeshare and CHEF respectively.
* As part of the assignment, have been engaged in Production activities such as monitoring and UNIX servers validation, analysing and execution of SQL/DB2 queries, resolution of file transmission issues, automation of various manual tasks via Unix Shell scripting.
* Have also worked in CA Siteminder tool for Web authentication, along with Active directory WebLogic and WebSphere deployment and enable and code release regression testing.
* Had taken complete ownership of my previous project with proper establishment of the project and acting as a potential team lead
* Along with the technical work have proven my skill to cover the managerial work with team establishment, to identify improvement areas and contributed towards value addition to customer deliverables
* Ability to handle pressure and distribute and coordinate tasks to team members in tight deadlines with positive outcome
* Other strengths include strong analytical skills, decision making capabilities, client handling techniques, interpersonal skills, and excellent communication & presentation skills.

**Role Description:**

**Employer:** CGI

**Domain:** Automation

**Platform**: In house process orchestrator automation and Event management Tools

**Experience:** 5 months

**Project Name:** GTO- Automation and Deployment (Current project)

**Role:** Senior Systems Engineer

**Deliverable tasks:**

* Part of automation and deployment team. Responsible for end to end integration / deployment of the tools(in house tools: Montoo and iOOra)
* Coding/ scripting the automation using powershell and shell scripting.

**Role Description:**

**Employer:** Cognizant

**Domain:** Automation

**Platform:** IPAutomata/ Eyehoop Eyeshare/ Arago, Regular expression, UNIX commands and Oracle database

**Experience:** 16 months

**Project Name:** CIS-Automation COE (Current project)

**Role:** Technical Lead

**Deliverable tasks:**

* The major objective of this project is to reduce human efforts required in resolving tickets in monitoring and other tasks by means of automation.
* Coding the automation(i.e IPautomata design flow creation with required input and Eyehoop Eyeshare/Arago).
* This require extensive use of regular expression and in depth knowledge of UNIX and PowerShell and thus include the tasks automated those of Unix Administration, Oracle Database Utilization, Windows Application Restart, Network Health Check
* Automation workflow Creation, testing on Development stage then deploy into production environment
* Review and finalize the SOP’s from tower Lead
* Configure ipmon and ipwin servers for end to end connection.
* Testing Integration between IPcenter and ITSM Tools
* Performing automation testing with ITSM ticketing tool and Bug Fixing.
* Effective transition from test environment to production environment and End-End testing of automation scripts
* Ensuring SLAs are met and provided status update on automation development.
* Working with clients and delivery teams through internal ticketing system to identify tasks to be automated, which requires gathering, analysis and feasibility of the scope of automation.
* Work with client or management to create a smooth and secure approval process for SOPs

**Role Description:**

**Employer:** Cognizant

**Domain:** Telecom

**Platform:** UNIX, SQL, Enable and Regression Testing

**Experience:** 35 months

**Project Name:** T- Communications, Orange Telecom (Current project)

**Role:** Technical Lead

**Deliverable tasks:**

* 6th months of onsite experience for implementing ITIL framework and driving patching, problem, change and incident analysis and pattern analysis.
* Actively represented as team lead.
* Monitoring and performing sanitary checks on production servers by issuing commands, initial analysis of the issue and suggest viable solutions
* Deploy patch on test environment
* Environment management- monitor server for critical/major alerts
* Providing resolutions on prod tickets on high priority tickets (P3 to P6)
* Production Support and Maintenance of software applications
* Deploying EAR files, Binary files under Project integration testing environment
* Deploying WebLogic in WebSphere servers under PAS (PIT application support)
* Performing enable testing and regression Code release under Release and Regression Testing release (RRT) (Enable Application is developed on the NETONOMY Framework using JAVA/J2EE and SOAP. It allows dealers to register and Upgrade details, plans etc.)
* Worked on ITIL framework (Change Management, Incident Management and Problem Management)

**Role Description:**

**Employer:** Cognizant

**Domain:** Banking

**Platform:** UNIX, SQL, WebLogic and WebSphere

**Experience:** 12 months

**Project Name:** SiteMinder, Bank of New York Mellon

**Roles:** Senior System Executive

**Deliverable tasks:**

* 24x7 Monitoring of the Web authentication, along with Active directory, PROD CPU Utilization Monitoring with first response to system alerts and fix job amends and issues and execute adhoc work requests as in the scope of work.
* Worked on CA Siteminder Integration tool which is a centralized web access identity management system that enables user authentication and single sign-on, policy-based authorization, identity federation, and auditing of access to Web applications and portals that also improves Web security. Siteminder is usually connected to a LDAP so this integration is also able to import users from LDAP.
* Created domains with realms, rules, and a policy that is related to HTTP Server and WebSphere Application Server (in QA and Production environment).
* Worked on Siteminder User Access Management (UAC) and User Management Tool (UMT) Portals creating various Security Administration Groups (SAG) and LDAP groups in QA and Production environment).
* Created user accounts and user access with respective group management via UMT portal.
* Worked with Security Framework request portal which is well defined security framework which includes Group creation, group and organization mapping and group hierarchy thus creating LDAP group for each Portal application with specific logon and password policies via xml in all three environments i.e. TEST, QA and PROD
* Worked on Citrix Servers, Incident Management and Change Management through BMC Remedy 7.0.

**Other Roles/ Responsibilities:**

* Creation and circulation of Weekly Status Report, Team optimisation report, Monday readiness report, CRQ,INM,PRM,CNM and Backlog report, PPM report.
* Created structured induction plan and conducted knowledge transition of new comers
* Maintained the escalation metrics, created incident peer review guidelines, document management plan, service management plan.
* Conducted project specific BCP during network outage at offshore.
* Preparing presentations in Quarterly Project Management Reporting.
* Shift utilization analysis(monthly shift plan) and monitoring of shifts.
* Encountered SSAE – 10 audit and created evidences for Production Support control objects
* Evaluated and recruited new resources trained and mentored them to perform independent delivery

**TECHNICAL SKILLS**

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**Software Language Skills**

|  |  |  |
| --- | --- | --- |
| **Languages** | **Expertise** | **Experience (months)** |
| IPSoft- IPCenter Automation +  Eyehoop Eyeshare | Efficient | <9 |
| UNIX | Proficient | <50 |
| Powershell | Efficient | <9 |
| SQL | Proficient | <38 |
| Remedy 7.0 Utility | Proficient | <15 |
| Arago –AutoPilot and CHEF | Trained/Expirence | <6 |

**Certifications and Trainings**

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* Globally Certified **ITIL V3** employee.
* Completed JAVA – BASIC Training
* Code of Business Ethics - Cognizant Internal Training
* Six Sigma Yellow Belt - Cognizant Internal Training
* Core Values and Standards of Business Conducts - Cognizant Internal Training
* Occupational Health and Safety Assessment Series - Cognizant Internal Training

**SKILLS AND STRENGTHS**

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* IT professional having 5.6 years of Information Technology experience who provides top-notch service, sets high standards, and exceeds expectations
* Valued contributor who performs confidently and effectively under pressure and thrives on challenge
* Excellent communicator and have good listener
* Enthusiastic learner who quickly grasps new concepts and technical skills
* Highly motivated, dependable trouble-shooter and problem-solver
* Customer-focused performer who is committed to quality in every task from personal interaction with co-workers and users to high level of service provided to company/customer

**AWARDS AND ACHIEVEMENTS**C:\Users\g.a.mishra\Desktop\fade_line_r.png

* Awarded **Above and Beyond** award for Business Excellence
* Achieved **Star of the year Award** for outstanding performance in current project.
* Recognized and awarded as **Certificate of appreciation** for my leading role in Global recognition of my project.
* Received several appreciations from onsite clients and as a result got promoted in the first eligible cycle.
* Done Military Training for civilians at Manesar, Gurgaon
* Member of Community Services of Amity University, Lucknow
* Successfully initiated and managed UDAAN (Amity University annual function) in 2010 with organizing committee.

**INTERESTS**C:\Users\g.a.mishra\Desktop\fade_line_r.png

* Sports
* Photography
* Music and Dancing
* Travelling

**PERSONAL DETAILS**C:\Users\g.a.mishra\Desktop\fade_line_r.png

* Father’s Name : Mr. P.K. Pandey
* Mother’s Name : Mrs. Kiran Pandey
* Marital Status : Married
* Languages : English, Hindi, German
* Nationality : Indian
* Date of Birth : 14th Dec, 1989
* Address : #G-3, Sohan Horizion, Horamavu Service Road, Bangalore- 560043
* Passport Info : J9656649 (Valid till 21-09-21)

**DECLARATION**C:\Users\g.a.mishra\Desktop\fade_line_r.png

I, hereby declare that all the information furnished here is correct to the best of my knowledge and belief.

**Kritika Pandey**