**Summary:**

Over 9 years of IT Analysis/Support/Maintenance/Operations experience. Strong working experience in Requirement elicitation, in depth analysis and specification, SDLC, risk & issue analysis, UAT & support. Additional experience includes issue resolution and managing expectations of the Users & Customers. Additionally, have a good hold on design and test plan reviews and functional documentation reviews. Worked in UNIX Commands/Scripting, PL/SQL and as Opentext. Have coordinated/supported applications across various technologies including .NET and Opentext.

**Professional Experience:**

**Infosys Technologies 2005 – Till date**

**Project Details:**

**Underwriters Laboratories Inc., Open Text Admin**/ **Pricing tool,** Dec 2010 – Present   
Team Lead.  
Chicago, Illinois.

* Administrating and maintaining applications built in OpenText's Livelink ECM 9.7.0/9.7.1.
* Working with various Opentext modules like Livelink Explorer 10.0.0, Content Server Webreports/Extended Live reports, Communities of Practice, Multi Volume Provider, Content Server WebDAV 10.0.0
* Installation and setup of Livelink instances, analysis of Livelink log files, Install/Uninstall/Upgrade modules and applying patches
* Monitoring the health of the Livelink servers, database maintenance & performance tuning
* Document index process setup & monitoring. We are currently maintaining high volume index which has 15 partitions and 80GB of size.
* Live report creation and generation of usage reports
* Maintaining/monitoring users and groups, notifications and imports
* Troubleshooting Livelink issues, help call resolution, interaction with Opentext/Syntergy technical support
* Worked with Sales and Pricing team to optimize pricing logic, workflow and customer quote request
* Led a team of 5-8 people, supporting maintenance issues 24/7, project timelines and execution.

**Lexis Nexis** 2008 - 2010   
Offshore Team Lead, Operation/Maintenance

Dayton, Ohio

* Co-ordinated offshore driven knowledge transfer sessions
* Supported reporting tool for LN, which includes managing jobs, customized queries, on demand reports and enhancing/customizing app logic using shell scripts\PL SQL

**ABN Amro** **Bank** 2005-2007  
Consulting, Transition and Testing strategy  
Amsterdam; Netherlands

* Developed transition plan to understand existing systems, scope of testing and testing methodology
* Co-ordinated between client and testing team involving team composition, cutover plans and execution strategies
* Worked with team for project estimation and timelines

**EDUCATION**

**Bachelor of Technology**

**Institute of Technology, BHU**  
Varanasi, India