**UDHAYAKUMAR**

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**Phone: (M)** +91 9500089493

*To work in an innovative and stimulating environment that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization*

* Young, energetic and result-oriented **Oracle SQL Certified**, **MBA (Finance)** professionaloffering **3.3 years** of experience **arena**
* Deep understanding of **IT** domain/technology with focus on delivering business solutions
* Having sound knowledge in **Capital Market**
* Experienced professional with superior ability to motivate personnel and enhance the overall efficiency, performance, and compliance with standard procedures and regulations
* Keen ability to recognize and implement streamlined processes that reduce errors and improve operational quality and efficiency
* Excellent interpersonal and man-management skills with the ability to handle multiple projects and motivate large cross-functional teams
* Diligent, self motivated & motivator, committed, hard task master with excellent communication, presentation, interpersonal and problem solving skills

**TECHNICAL PROFICIENCY**

**Operating Systems:** **Windows, UNIX**

**Database:** **SQL (Oracle 10g)**

**Tools:** Toad, SQL Developer, **Amdocs Clarify CRM**, Control M

**Technologies:**  .NET 1.1.4 Framework, Oracle 10G, **IIS 6.0**

**Certification**: ITIL V3, Oracle Database SQL Certified Expert

**PROFESSIONAL CONTOUR**

**HCL Technologies, Bangalore**

**Software Engineer**

**HCL Technologies, Chennai**

**Graduate Software**

**Key Deliverables:**

**PROJECTS HANDLED**

**Project #1**: **TELECOM DOMAIN**

**APPLICATION: e-DCA (BT Project)**

**Client**: **BT-British Telecom**

**Database**: Oracle, PLSQL

**Operating** **System**: Windows

**Technologies:**  .NET 1.1.4 Framework, Oracle 10G, **IIS 6.0**

**Tools**: Oracle 10g, **Clarify AMDOCS**, TOAD, Toad, SQL Navigator

**Role**: Software Engineer

**Description:**

Thisis an Order Management tool in which VPN order for BT are raised for Business Customers. Two types of orders are handled in eDCA, new ones which are raised in eDCA and the migrated orders that come from upstream systems. The objective of the application is to validate the selections made for the order and sent it to downstream for provisioning

**Key Deliverables:**

* Provided constant technical support for applications to ensure optimal durability and reliability – Investigated and resolved technical operational issues of the applications.
* Worked on **Incident, change, Problem management** and handled tickets/incidents reduced the count of the repeated incident.
* Handled Major escalation calls.
* Worked closely with the developers of applications on system-levels changes.
* Maintained close collaboration with vendors to ensure timely support whenever necessary.
* Made effective and much appreciated suggestions for Order progression based on User requirements.
* Raising Problem Records for recurring issues and driving permanent closure of the same as per Problem Management.
* Do Major, Maintenance releases and supported on Sanity testing.
* Working on production issues and resolving the incidents priority wise.
* Representing ASG in user community and stakeholder calls.
* Provided KT to the fresher’s in the team.

**Project #2**: **BANKING DOMAIN**

**APPLICATION-1: DB-GFFX – GCMS**

**Client**: **Deutsche Bank**

**Database**: Oracle, PLSQL

**Tools**: Oracle 9i/10g, Control M, TOAD, IBM MQ Series, SQL Navigator, Putty, Lotus Notes

**Operating** **System**: UNIX

**Description**: This is a **web-based** product providing real-time **NOSTRO and Cash Management** capability. Data is sourced from CIB trading, settlement systems and Commercial Banking payment systems. GCMS impacts on Front Office, Treasury, Operations and Controlling. The business functions affected are NOSTRO and Cash Management (Cash Management Operations - CMO), Liquidity and Position Funding Management (Global Markets Finance - GMF) and Profit Centre automated funding cost allocation and reconciliation (Business Area Controlling - BAC). These functions will be significantly enhanced by the provision of accurate, timely and complete information.

**Key Deliverables:**

* Application Support and Maintenance.
* Identifying production defects and providing manual workarounds to Business for Defects.
* Formulating Requirement/Impact Analysis and Functional Specifications by analyzing Business user requirements.
* Resolving production issues which are raised by clients on day to day basis
* Involved in assisting the project for all kinds of technical issues.
* Achieving system stability by analyzing the process improvement thereby ensuring system enhancement
* Ensuring project completion and delivery within the assigned deadlines without compromising on Quality standards
* Supervisin**g** and arranging the global weekly status calls with the Management

**ACHIEVEMENTS**

* Have received various Appreciations from Clients/Business users for providing cost effective and reliable solutions.
* Received various appreciations and Awards from Organization for my Efforts.

**EDUCATIONAL CREDENTIALS**

* **MBA (Finance)** from NIBM, Chennai in 2013 with First Class
* **B.Sc** from Jamal Mohamed College, Bharathidasan University in 2010 with 8.2 CGPA

**Trainings**

* Undergone trainings in the following areas
  + - ITIL V3
    - Oracle Database SQL Certified Expert

**PERSONAL MINUTIAE**

Date of Birth: 4th October, 1988

Languages Known: English, Hindi and Tamil

Mailing Address: 104, 7th B Cross, Praghati Nagara, Hosa Road, Electronic City Post, Bangalore - 100

Reference: Available upon request

**(UDHAYAKUMAR)**