**Vel Murugan S**   
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**Objective:**

**4.8** years Experienced Application Support Specialist with Technology Implementation, maintenance and Application support experience in a Development, UAT and production environments for Banking Applications.

***Technical Skills Offered:***

***Key skills:***

* *Unix (AIX and Linux flavours Mid level knowledge)- Application support level.*
* *Oracle 10g and 11g- Sql – Application support (Mid level).*
* *Bash basic shell scripting.*
* Hands on Experience in Banking applications used for settlement and clearing.
* Itil Concepts.
* Hands on experience in tools Like:
* Bmc-Remedy for Incident and Change process.
* Putty and fsecure for UNIX and Sql developer for oracle.
* Hands on working experience in swift product.
* Control-m job scheduling for eod and sod process.

***Major Part Of work:***

* Working in banking application which is used for fx settlements and Payments.
* Latest Projects deployed the application LCM in scb environment.
* Worked with project team for end to end project completion.
* Recenlty Worked for application version upgradation and oracle upgradation according to the latest patches.
* Providing end to end ownership for project team as well as co-ordinating with other teams for immediate resolution for the smoother bau***.***
* Currently working with cls and swift for gateway elimination project***.***

***Core Competencies:***

* Writing sql queries and basic bash shell scripts for small tasks.
* Strong analytical thinking, problem solving, creativity
* Assisting Business Whenever required during out of business hours.
* Interpersonal skills and team-work ability
* Skilled at handling documentation and applying newly learned things.
* Time-management and timeline prediction.
* Dedicated to finishing projects by or even before the set deadline

***Technical Work:***

Provided constant technical support for applications to ensure optimal durability and reliability – Investigated and resolved technical operational issues of the applications.

***Technical Support:***

* Working closely with the developers of applications to advise concerning changes on system-levels.
* Maintained close collaboration with vendors to ensure timely support whenever necessary.
* Made effective and much appreciated suggestions for changes in the system applications, and gave expert advice as to proper operation.
* Trained end-users by means of verbal personal instruction and specially designed documentation.
* Worked productively together with the engineering and customer-support departments and teams.
* Problem solver - Recognized for "issue resolution excellence".
* Excellent trouble-shooting and reverse engineering skills
* Manages tickets and move cases into a higher level of solution agreement

**Work History:**

**Organization: Maples Esm Tech (client: Scope International Chennai ( A subsidiary Of Standard Charted Bank)**

Duration: JULY 2010 to July 2012

Designation: Information Security Operations and Production support.

**Organization: Scope International Chennai ( A subsidiary Of Standard Charted Bank)**

Duration: Full Time Scope Payroll (Sep 2012 to Till Date)

Designation: Application Production Support Specialist.

**Educational Qualification:**

* + Bachelor's degree in Computer Science with Distinction in 2010.
  + School first in both SSLc And Department first in HSC.
  + Department First in Ug.
  + Got Performance Awards & Appreciations in Profession.
  + Sslc- 88.8%, Hsc: 88.5% and UG: 81%

**Accomplishments:**

**Customer Relations**:

* Earned Highest Mark from Customers for the good work done. Solved Business issues and resumed the business on time earned greatest appreciation from Top Management.

**UAT**:

* Provided Hands on support to development team to build new application and upgraded the version with new changes. Got appreciation from Dev team for new ideas.

**Production**:

* Got Overall Performance Award from Management for the excellent Performance. Reduced high Sev incidents and reduced user dependency for some frequent issues. Successfully Completed the Application migration.

**Personal Information:**

Name : S. Vel Murugan

Parents : V.Sathasivan and S.Pitchaiammal.

Brother : S. Prabhu  
Date of Birth : 15:05:1987  
Marital Status : Single.

Current Address : 5, 3rd cross street, Shree Ram Nagar

Madhya Kailash, Chennai- 600113.

**References:**

Will be pleased to furnished upon request

**DECLARATION**

I hereby declare that the above said information are true to the best of my knowledge and belief.

[Velmurugan. S]