Shayazah Malik

AVP – Application Service Management  
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**SUMMARY**

Highly motivated Production Support manager with experience of managing a global team responsible to support 30+ business applications. Experience working in a fast paced environment with ability to work with multiple stakeholders from business and technology functions.

SKILLS

**Operating Systems:** Windows, Basic knowledge of Microsoft Exchange, MS DOS

**Software/Tools:** MS Office suite (Word, Excel, PowerPoint, Access, Outlook, Visio), Basic Knowledge of Active Directory, Remote Desktop, FTP Tools

**Programming Languages:** C/C++, Java, VB .NET, Intermediate knowledge of SQL for reporting purposes

PROFESSIONAL EXPERIENCE

**Moody’s Shared Services (Sep 2017 – Present)**

***AVP – Application Service Management***

* Providing day-to-day support for ratings applications for global users as technical liaison and primary point of contact.
* Leading Production Support team with application incident and request ticket prioritization to ensure timely resolution and customer satisfaction.
* Conducting regular business governance meetings with application stakeholders to go over current application issues and usage trends and obtain feedback for possible improvements in support processes.
* Leading efforts for knowledge and support transition to support staff for new and existing applications
* Leading application outage calls and working with technical teams to resolve the issue. As a member of Service Management team, I ensure adherence to the current Incident Management processes.
* Leading Application Problem Review Board to review root cause analysis and additional documentation in order to ensure proper issue resolution and prevent future occurrences
* Assisting IT and business stakeholders with prioritizing issue fixes and system enhancements for future releases

**Moody’s Shared Services (Sep 2010 – Mar 2017)**

***Sr. Application Service Management Analyst***

* Providing day-to-day support for financial data and modeling applications for global users as technical liaison and primary point of contact.
* Leading Production Support team with application incident and request ticket prioritization to ensure timely resolution and customer satisfaction.
* Conducting regular business governance meetings with application stakeholders to go over current application issues and usage trends and obtain feedback for possible improvements in support processes.
* Leading efforts for knowledge and support transition to support staff for new and existing applications
* Leading application outage calls and working with technical teams to resolve the issue. As a member of Service Management team, I ensure adherence to the current Incident Management processes.
* Leading Application Problem Review Board to review root cause analysis and additional documentation in order to ensure proper issue resolution and prevent future occurrences
* Assisting IT and business stakeholders with prioritizing issue fixes and system enhancements for future releases

**ADP Dealer Services Australia (Jul 2008 – Apr 2010)**

***Application Support Analyst***

* Providing first and second level of technical and application support for ADP car dealership management system
* Responsible for the installation, upgrade, and technical support for the client print server and it’s integration with the management system
* Assisting the technical department with the installation of the management system on new client servers
* First level of software development relating to the print server application as per client's business requirements
* Designing the templates used in the printing of various business documents using an internal application
* Attending and logging the customer support calls using an internal call logging system
* Assisting the Product dept with testing of the new enhancements and various other programming solutions
* Assisting the Consulting dept with the detailed testing of the system in order to ensure the stability before rolling out any upgrades
* Assisting the Product dept with fixing of client related programming issues by providing replication steps and later completing the user acceptance testing before the QA is patched

**7th Online Inc. (Jan 2007 – Feb 2008)**

***Support Analyst***

* Analyzing a given business requirement and creating technical workflow to implement it
* Writing testing plans for the new software features
* Testing the newly created features in the system before its release
* Assisting the technical dept with the live website stress testing before the upgrade
* Maintaining the internal testing environments and updating it with the newly compiled code for the testing purposes
* Creating the user guidance manuals and instructional documents to assist the users with new enhancements
* Responsible for the upgrade of the complete system guide for the users on the live website
* Assisting the users with their queries regarding the different aspects of the system via email and phone

**L’Occitane Inc. (Jul 2006 – Jan 2007)**

***Desktop Support Analyst***

* Providing first and second level of desktop support.
* Basic application support, system configuration and installation.
* Creating new user login accounts and distribution groups in active directory.
* Resetting User passwords upon request
* Creating and maintaining email accounts in Exchange Server.
* Creating inter departmental Documentation for various software configurations.
* Maintaining the backup system and restoring files upon user requests
* Troubleshoot network connectivity, network printing, and user access issues.
* User training with various departmental software applications.
* Installing VPN and Citrix clients and providing basic Level1 support for VPN Network
* Basic support for VoIP telephonic system.
* Communicating with different vendors for both hardware and licensing issues.
* Creating user guidance manuals and instructional documents.

Education

ITIL v3 Foundation Certified (2012)

BS in Computer Science and Mathematics

* College of Staten Island, CUNY   GPA: 3.91/4.0 **(2006)**
* Academic Achievements

Summa cum laude, Dean’s List 2004 & 2005, Computer Science Department Award

CSI Auxiliary Service Corporation Award for Academic Excellence in Mathematics

Phi Beta Kappa Award (liberal arts), Friends of CSI Scholarship 2005