**Shayazah Malik**

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SUMMARY

ITIL certified Application 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.

PROFESSIONAL EXPERIENCE

**Moody’s Investor Services (Mar 2017 – Present)**

***AVP – Application Support***

* Managing a global team of L1 support responsible to provide end user support to multiple financial applications.
* Driving application outage calls through incident restoration and participate in Problem Management calls for root cause analysis.
* Onboarding new applications to the production support team and ensure the operational readiness prior to go-live.
* Mentoring new team members and conducting trainings during vendor changes to ensure a smooth transition with minimal disruption to business.
* Conducting regular business governance meetings with application stakeholders to obtain their feedback on current pain points.
* Reviewing all application issues and usage trends in order to help product owners with backlog prioritization.
* Reviewing all tickets with vendor partner on a periodic bases to ensure the SLA adherence.
* Identifying support tasks that can automated to reduce low value activities.
* Documenting new SOPs and recertifying existing support documents on periodic bases to ensure KEDB is kept up-to-date.

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

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

* Lead the Production Support team with application incident and request ticket prioritization to ensure timely resolution and customer satisfaction.
* Provided day-to-day support for financial data and modeling applications for global users as technical liaison and primary point of contact.
* Lead efforts for knowledge and support transition to support staff for new and existing applications.
* Lead application outage calls and working with technical teams to resolve the issue.
* Lead Application Problem Review Board to review root cause analysis and additional documentation in order to ensure proper issue resolution and prevent future occurrences.
* Assisted 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***

* Provided L2 application support for ADP car dealership management system.
* Assisted the technical department with the installation of the management system on new client servers.
* Designed and coded the print server application as per client's business requirements.
* Designed application templates to be used for printing various business documents as per client’s requirement.
* Communicated client reported application issues to key stakeholders, including Product Management and development team, and documented the replication steps as well as performing UAT before the fix is patched.
* Provided support for QA testing whenever application upgrades/enhancements were rolled out to clients.

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

***System Analyst***

* Wrote business requirement documents, technical workflows, and test plan for new application features
* Assisted the technical dept with the live website stress testing prior to any application upgrade
* Maintained the application testing environments that included releasing the new features/code to test site periodically
* Created user guidance manuals and instructional documents to assist the users with new enhancements
* Updated complete system guide for the external customers which was available on the production website
* Provided customer support to external clients via email and phone

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

***Desktop Support Analyst***

* Provided troubleshooting for hardware, software, network connectivity, and computer peripherals, and VoIP telephonic system.
* Provided Active Directory and Exchange Server administration which included creating new user accounts, maintaining distribution groups, joining machines to domain, resetting passwords
* Created inter departmental Documentation and user guidance manuals for various software configurations.
* Maintained backup system including data/file restoration whenever needed.
* Installed VPN and Citrix clients and provided support for VPN Network.
* Worked with external vendors as required to troubleshoot hardware and licensing issues.

EDUCATION

ITIL v3 Foundation Certified (2012)

Bachelor 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

Academic Excellence in Mathematics Award, Phi Beta Kappa Award, Friends of CSI Scholarship 2005

SKILLS

**Soft Skill:**

Global team management

Incident and Problem Management

Onboarding new applications to production

Documenting SOP and other user training documents

Mentoring and training new team members

**Technical Skills:**

ServiceNow, JIRA

SQL, Basic knowledge of Linux and programming languages to debug issues

MS Office suite

Splunk, AppDynamics, BMC Control-M, RDP, Putty, WinSCP