

# Amit Kumar Srivastava

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## EDUCATION AND HONORS

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**Binghamton University, State University of New York, School of Management**

*Master of Science in Data Analytics*

**Binghamton, NY**

*Expected May 2022*

**Dr. A.P.J. Abdul Kalam Technical University**

*Bachelor of Technology in Civil Engineering*

**Lucknow, India**

*August 2013*

**Cumulative GPA: 3.18/4.00**

## PROFESSIONAL EXPERIENCE

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**TATA Consultancy Services Ltd (CitiBanamex, Mexico)**

*Information Technology Analyst*

**Mexico City, Mexico**

*November 2016 - July 2021*

- Comprehended business needs of the client and helped to achieve quite a few major migration projects to achieve stability
- Supported front, middle and backend layers of Citibanamex Wealth & Asset Management domain for 8x5 customer service
- Gained functional and process related knowledge of applications and implemented it to resolve user tickets and service request tickets, within the defined SLA
- Handled automated support tickets and provided solutions to the issues based on the understanding of the upstream and downstream applications to maintain the availability of the applications
- Prepared sanity test checklist, playbook documents and resolution articles for various applications which in turn leveraged effort
- Collaborated within the team as well as worked individually in the project and took ownership by making sure optimum results were achieved in challenging situations
- Demonstrated strong leadership qualities by mentoring new joiners with knowledge transition
- Displayed a collaborative effort with the infrastructure team to supervise the migration and deployment of 20+ applications in the new infrastructure in order to achieve better stability
- Assessed and highlighted relevant risks of upcoming projects in order to be production ready to avoid production outages
- Worked on monitoring tools to create and utilize technical and business dashboards for real-time visualization
- Identified and implemented health check points as proactive measure to ensure application availability in business hours which additionally helped to avoid numerous major incidents
- Identified the critical phases of the batch and implemented technical validation checkpoints
- Ensured renewal of web application certificates to ensure secured connections and prevent attacks

**TATA Consultancy Services Ltd (Citi, Global Production Assurance)**

*MIS Analyst*

**Chennai, India**

*August 2014 - October 2016*

- Apprehended the requirements of the on-site delivery heads across regions (NA, APAC, EMEA, LATAM, Mexico) and facilitated the deliverables for business stakeholders
- Loaded and transformed the data to create reports based on the visual basic macros and/or IBM Cognos reports in order to automate and reduce manual effort
- Recommended corrective actions based on the analysis of various reports to streamline domains as per the ITIL framework
- Published the KPI dashboards for stakeholders required for business decision making and standardized the global reporting parameters and templates across regions
- Imparted knowledge to the team members to standardize the methodology of global production assurance

## LEADERSHIP EXPERIENCE

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**Wealth & Asset Management, Citibanamex**

*Domain Lead*

**Mexico City, Mexico**

*November 2016 - July 2021*

- Managed the wealth & asset management line of business as the L2 lead for 4 offshore and 7 onshore associates and bridged the gap by setting expectations across offshore and onshore teams
- Demonstrated continuous improvement by bringing the domain ranking to top 3 out of 10 for 3 consecutive years
- Administered business needs of the client by providing the business deliverables in a timely fashion
- Supervised the migration projects towards better stability of the applications for better customer experience
- Mentored and trained freshers with knowledge transition to better resolve the tickets

**Citi, Global**

*MIS Module Lead*

**Chennai, India**

*August 2014 - October 2016*

- Created and published newsletters in order to keep the stakeholders informed
- Addressed escalations by showcasing team effort in initial stages of publication of huddle reports for APAC and EMEA stakeholders
- Outlined the global parameters and templates to achieve standardization
- Encouraged and motivated freshers of different regions to bring them up to the pace of work

#### **ADDITIONAL INFORMATION**

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**Technical Skills:** Python, SQL, Tableau, Tools like ServiceNow, AppDynamics, Splunk, Planview, Microsoft Office Suite (Word, Excel, PowerPoint). Familiar with R studio, IBM Cognos, RHEL, Windows Server, Oracle Middleware Fusion, AWS

**Certification:** ITIL

**Language:** Proficient in Hindi, English

**Achievements:** Received 9 Awards for Excellence, 2 Service Awards and 1 Beyond Performance Award

**Organizations:** Citibank

**Volunteer Experience:** TCS Maitree

**Interests:** Travelling, Foodie, Non-fiction Movies, Technical Documentaries