

# Swarndeeep Bains



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## Career Objective

Dedicated IT professional with 7+ years of experience and history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## Highlights of Qualifications

### CORE COMPETENCIES

- Currently working as Tech Lead for Application Operations.
- 2 Years of experience as Team Lead for Integration Team where successfully migrated applications to Openshift.
- Strong understanding of ITIL and SRE processes that allows us to focus on delivering the highest business maintaining SLA's.
- Experience in Autosys, Feed hub, Openshift.
- Experience with LDAP, SSO, SAML and AD setup.
- Quick Learner of new technologies.
- Automated multiple processes by implementing CI/CD pipelines on Jenkins.
- Excellent interpersonal and highly developed communication skills (verbal and written).
- Respect work ethics and values.

### TECHNICAL SKILLS:

- **Operating systems:** Mac, Windows, LINUX, Android, iOS
- **Project Management tool:** JIRA, Confluence, ServiceNow
- **Databases:** SQL Server 2008/2012, Oracle, MSSQL, Firebase
- **Application Server:** JBoss, Tomcat, WebLogic
- **MS office Skills:** Outlook, Word, Excel, PowerPoint, Teams, Power Apps
- **DevOps Tools:** Jenkins, Docker, Openshift, Azure Cloud Services, GitHub Actions
- **Programming Language:** C, Objective-c, Swift
- **Monitoring Tools:** Grafana, Splunk, Dynatrace
- **Web Technologies:** XML, JSON
- **Version Control Tools:** TFS 2015/2017, GitHub, Bit Bucket, Artifactory
- **RESTful API's Experience:** Facebook, Firebase, Google AdWords, Open Maps SDK
- **Other Tools:** FHv3-v5, Autosys, Actimize, EDH Hive, Active Directory, Azure Active Directory

## Areas of Expertise

System Architecture and Design  
Programming Language

Performance Optimization  
Security Best Practices

Agile Methodologies  
Risk Management

## Experience

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### **TECH LEAD | APPLICATION OPERATIONS FINANCIAL CRIMES CIBC | SEPT 2022 – PRESENT**

- Run Service Review Calls, provide cost estimation, approving requests and Changes on Service now and accepting escalations on incidents.
- Managing and monitoring the Applications/Infrastructure for Financial Crimes Technology.
- Onboarding new technology by running PILOT projects.
- Assisting with troubleshooting on incidents and recording the details for postmortem. Attending upcoming project meetings and providing estimation of work required on that project.
- Weekly service delivery calls to track status of ongoing projects.
- Running calls on every alternate day to make sure all change tickets have AO resource assigned.
- Onboarding and training team member.
- 24\*7 On-Call availability for any major incident.
- Making sure CIBC security standards are being followed.
- Automation of existing processes within the team to preserve time.
- Exploring new technologies/tools available within the Organization that can be useful for the team activities.

### **TEAM LEAD | APPLICATION INTEGRATION FINANCIAL CRIMES CIBC | SEPT 2020 – AUG 2022**

- Discuss technology solutions for existing apps and make decisions regarding upgrade.
- Migrated Actimize Actone application to cloud by configuring CI/CD pipeline on Jenkins to deploy on Openshift.
- Installing applications on the new servers (Unix/Windows). Managing access via security groups and SSIDs.
- Assigning resources to different projects and escalating issues or requirements.
- Leading Autosys migration and managing CI/CD pipeline process.
- Sharing updates with Business and all parties engaged in the project.

### **SENIOR TECHNICAL ANALYST | BRANCH SUPPORT OPERATIONS CIBC | NOV 2019-SEPT 2020**

#### **TECHNICAL ANALYST | BRANCH SUPPORT OPERATIONS**

### **CIBC | MAY 2018–NOV 2019**

#### **TECHNICAL ANALYST CO-OP | BRANCH SUPPORT OPERATIONS**

### **CIBC | SEPT 2016-MAY 2017**

- Manage various CIBC production servers supporting CIBC branches by monitoring, performing data backups and troubleshooting.
- Investigate, escalate, and resolve technical problems encountered by users to ensure continuation of the working environment.
- Review, approve and implement technical project plans like server and computer refreshes and more.
- Consult user guides, technical manuals and other documents to research and implement solutions.

- Identify and verify system and application events, escalate to technical specialist, and provide support as required.
- Configure newly installed servers by installing required patches and preparing production server for the branch level use.
- Work with Bell to provide 24x7 network connectivity to CIBC branches and to other CIBC line of businesses. Communicate with ABM vendor HP and NCR to support ABM machines and provide them with network support for ABM machines.
- Participate with senior incident management team to develop resolving plans for chronic issues. Develop and demonstrate service-oriented skills while working with multiple lines of business.

## **IOS DEVELOPER**

### **HOTSPOT LIFE – (STARTUP) | JUNE 2016-NOV 2017**

- Develop and design UI of application using Objective -C.
- Manage database on Firebase.
- Manage Apple developer account and publish the application on store.
- Implemented Maps, Push notification and created a chat feature using data listeners on the Firebase database.
- Gather information about API's available for the app functionality.

## **JR. IOS DEVELOPER**

### **IAPP TECHNOLOGIES MOHALI, PUNJAB, INDIA | MAY 2014-NOV 2017**

- Designing and building mobile applications for Apple's iOS platform.
- Collaborating with the design team to define app features.
- Ensuring quality and performance of the application to specifications.
- Identifying potential problems and resolving application bottlenecks.
- Fixing application bugs before the final release.
- Publishing application on App Store.
- Maintaining the code and atomization of the application.

## **Education**

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### **COMPUTER SYSTEM TECHNOLOGY – NETWORKING | CENTENNIAL COLLEGE | TORONTO 2016-2018**

### **BACHELORS IN COMPUTER SCIENCE | PUNJAB TECHNICAL UNIVERSITY | PUNJAB | INDIA 2010-2014**

## **Activities and Interests**

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Drawing, Watching Tech blogs, Cars, Troubleshooting, Brainstorming on ideas.

## **References**

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Available on request