NAZEER SHAIK

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📍 Eluru, 534001

PROFESSIONAL SUMMARY

To seek a responsible career position as a professional in progressive organization that will provide me varied experience as well as development skill and organization goals.

CORE QUALIFICATIONS

- **Web Technologies:** HTML, CSS, JavaScript, REST API, JSON
- **DataBase**: Oracle SQL, MS SQL, PostgreSQL, RazorSQL, **MongoDB**
- **Production Support Tools**: GitHub, AWS Athena, AWS S3, Visual Studio, Zendesk, OPSGenie, Confluence, DataDog, Postman, Jira, Elastic Search(Kibana and APM), CRM, Flexcube, SMS Configurator, APIKong Admin, BitBucket, Kleopatra, Swagger API, Salesforce Lightning, Service Now, FileZilla, WinSCP
- **Operating Systems**: Windows, Linux, MAC OS
- **Programming Languages**: Basic Java Knowledge, Shell Scripting, OOPS, Python
- **Office Productivity Tools**: Microsoft Office Suite (Excel, Word, Power Point)
- **Self learned Tools**: ETL, Connect, Incent, Power BI, Tibco BW5(ESB), WireShark(packet capturing), SSL certificates, Python

ROLES & RESPONSIBILITIES

Technical Support and Application Support

EXPERIENCE

07/2022 - Current
API Support Engineer II,
Synapse Financial Technologies, Inc | San Francisco, US (Remote)

- Having hands-on experience in both banking APIs and fintech APIs.
- Having almost 2 years of experience in US banking and Fintech Integrations on BAAS (Banking As A Service) tool for all level environments like production, sandbox and implementation.
- Having good knowledge in different types of payments like ACH, Wire, SWIFT, Wire, RDC, LOANS, Interchange Debit and Credit Card Payments, Global Cash, Management and CRYPTO Currency for US banking.
- Addressing customer concerns and issues and recommending appropriate solutions to resolve problems. Independently and proactively diagnosing and reproducing product issues in the UAT/Sandbox environment.
- Documenting technical steps for further debugging needs from the engineering team.
- Participating in on-call support during off-US-business hours.
- Monitoring systems in operation and quickly troubleshooting errors, and codebase review to identify the cause.
- Indulging in RCA analysis and client communication for widespread incidents. Engaging with Product and Engineering teams to ensure bugs are handled timely and fixes are deployed within SLA.
- Creating end-user-facing knowledge base articles to self-resolve queries/issues.

08/2021 - 07/2022
Integration Analyst
Xactly Corp | Banglore

- Having hands-on experience in ETL support and ETL implementation.
- Having 1 year of experience in Data Integration on SPM (Sales Performance Management) tool for all level environments like production, sandbox and implementation.
- Having knowledge in ETL (Extract, Transformation and Load) for sales data.
- Good knowledge in SQL queries.
- Good knowledge in Linux commands and shell scripting.
- Good knowledge in Sandbox migration and Incremental Refresh for all environments (both production and Sandbox).
- Having work experience in generating API credentials like client ID and Consumer for external connections from API Kong Admin.

07/2019 - 07/2021
Application Support Engineer,
CSS Corp private limited | Chennai

- Having HANDS ON Experience in Production Application Support, ESB support and Manual Testing.

Root-cause Analysis and
documentation
Customer Service Expert
Log Analysis, Debugging Skills and
trouble shooting
Resolving tickets within SLA
Incident Management
Transaction Monitoring and KYC
Compliance
Team Mentoring
Writing SOPs and Knowledge Base
articles
Maintaining good communication
skills (explaining the issue to both
technical and non-technical people)
Joining daily stand-up calls and
keeping track of issues

LANGUAGES

English, Hindi, Telugu, Tamil, Urdu,
(Japanese Learning)

STRENGTHS

- Problem solving and Decision
  making
- Ability to work in challenging
  environment and learning from
  adverse situation
- Good communication and
  Interpersonal skills
- **Quick learner**
- Ability to work in multiple
  technologies and to learn new
  technologies in minimal time and
  deliver outputs in short deadlines.

- Having 2 years of experience in production support on all digital applications of Equitas small finance bank, played a major role in performing DR drill activities, Implementing REST API Integration in Middleware, UAT testing.
- Log analysis, server health checks, monitoring the performance, trouble shooting, debugging the issue and working closing with all the internal teams and third party vendors and stakeholders.
- Organizing daily stand-up meeting with our team.

EDUCATION

2017
RamaChandra College of Engineering | Eluru, AP
B.Tech: Electronics and Communication

2013
Sri Chaitanya Jr College | Eluru, AP
Intermediate