Tathagata Mookherjee

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I am an IT Support Lead seeking roles in ITIL Service Operations/Application Management/Application Support. I am certified in the following:
- ITIL® Foundation v3 certificate in Service Management by AXELOS
- Proficient in UNIX Shell Scripting by Edureka!
- Linux Professional by Edureka!

IT Skills

Technical Skills

I am highly experienced in the following technologies:
- **Unix Linux Shell Scripting:** BASH, KSH, XCOMTCP, FTP, SSH, SCP, AWK, SED, SMTP, GPG, GDB, SSL-Encryption, AIX, RHEL
- **PLSQL:** Procedures, functions, packages, sub-queries, cursors, views (materialised, forced, inline), joins (inner, left, right, outer, self, hash, merge-sort)}, DDL {create, alter, drop, truncate}, DML {insert, update, delete}, DCL {grant, revoke} & TCL {commit, rollback}
- **Core Java:** OOPS concepts, file IO, Collections, Exceptions

I have tool specific knowledge in the following:
- **Peregrine ServiceCenter:** Forms designer, Database manager, Schedule files, In app processes, Format Control, Binary queries
- **Axios assyst:** Assyst REST API, Bi-directional synchronous event bridges, Action processor, Mailbox Reader, Contact User Gateway, CMDB Gateway (Staging Database, Job processor, Disco, DiscoX, BRAP)
- **IBS iFlight:** IOB, Gantt Latest and Published, IBS Web services, OPSLite, Feed parsers, Master Rule checker servers (MRC), Workstation servers, Userless clients, Cold start, Warm start, Data load, memory maps, Core files, Roster loading, Gantt period monitoring and corrections, Service release package installation

I have working knowledge of
- Informatica ETL, SOAPUI, SQL Developer, SQL plus, Microsoft SQ Server 2008, Putty, Office365, BMC Control-M, Oracle WebLogic, Eclipse, CVS, Apache, Tomcat

I am learning the following:
- HTML5, CSS3, Python, Docker

Soft Skills
- Experienced in all phased of SLDC (analysis, design, development, testing, implementation and support)
- Experienced in migration & enhancement projects
- 20 months of onshore experience as application support lead.
- Incident, Request, Problem & Change management
- Excellent communication skills in English
- Believe in being hands-on, practical, honest, thorough, data oriented, goal oriented & flexible in order to meet project deadlines
- Experience in providing 24x7 L3 technical support
- Aptitude for finding creative solutions to critical and/or disruptive application issues
- Have the ability to adapt quickly to the ever changing technology landscape

Work Experience *September 2013 to Present*

India
- Technical POC for payment card systems & route profitability system.
- Subject matter expert of Axios assyst IT Service Management application.
- Have worked on multiple migration projects like TLS1.2 upgrade, RHEL upgrade, Oracle upgrade, WebLogic-Tomcat, Tomcat-WebLogic, Java upgrade, PLSQL-Informatica
- Have worked on multiple enhancement projects that aim to change or implement new business functionality on existing applications.
- Have created multiple automation tools to perform:
  - Application monitoring interface the system health and report any abnormalities (similar to the Dynatrace tool)
  - Environment synchronization.
  - Extract, decrypt & analyse relevant applications logs and perform remedial actions
  - Monitor support queues and inform relevant teams of new incidents, upcoming incident response/resolution breaches.

United Kingdom
- Conducted weekly, monthly and quarterly service reviews with key business stakeholders.
- Gather high-level requirements and convert to low level technical requirements.
- Performed effort estimation and cost analysis.
- Implemented CSI processes across multiple business areas.
- Created an efficient cost estimation template that is used to quickly convert the client's business requirements into a data driven IT cost.

- Identify business areas where service improvements can be implemented and assist technical teams to implement the same.

Personal Details

Address	11/A, Bediadanga Masjidbari Lane, Tiljala, Kolkata - 700039, West Bengal, India
Date of Birth	29th October 1989
Gender	Male
Company	Cognizant Technology Solutions Pvt. Ltd.
Notice Period	60 days
PAN	BLXPM6919H
Passport	S1703387
Aadhaar	831213759333

Academic Details

Degree	Bachelor of Technology in Electrical Engineering
Score	70.30%
Year Of Passing	2013
University	West Bengal University of Technology

Current Interests/Hobbies

- Stock photography