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**RAJESH.L**

**Summary:**

Working as a Environment Manager, having 11+ years of experience on Service management such as Environment Management, Outage Management & Incident/Defect/Change Management.

**Career Profile:**

* Working as a Lead Consultant at **Cap Gemini India Pvt Ltd, Bangalore** since 1st Oct 2012
* Worked as a Technical Analyst**, ANZ, Bangalore** from 31st March 2010 to 30th Sep 2012
* Worked a Technical Analyst at **Hewlett – Packard (HP), Bangalore** from 3rd Jan 2005 to 30th March 2010

**Onsite Experience:**

* Went to Hewlett-Packard, Houston for 3 months during Aug 2006 – Oct 2006.
* Went to ANZ, Melbourne for one Month (Nov 2011)

**Core Skills**

* QA (DEV/TEST) Environment Management.
* Asset/Capacity/Availability Management.
* Outage Management.
* Incident/Defect/Change Management.
* Windows Server Administration.
* Knowledge on configuration management tools SVN, PVCS.

**Capabilities:**

**Loan IQ:**

* Installation and Administration of Loan IQ 7.2.
* Installation of and Administration of Data net.
* User creation and setup
* Batch EOD schedule and monitoring
* SSL Configuration
* Applying builds every week
* Assisting developers in troubleshooting development issues

**SIEBEL:**

**Siebel Administration:**

* Installation and Administration of Siebel 7.5/8.
* Involved in Siebel Upgrade from 7.5 to 8.0
* Installation of Siebel server enterprise, patches and quick fixes
* Installation of Siebel Tools and Web Client
* Installation of Oracle 10g and patches
* User creation and setup
* Component\Task creation, configuration and troubleshooting
* Dev2Prod process and manually running exprep, imprep,
* Applying builds every week
* Migration of non-repository components, both manually and automated (e.g. LOVs, data maps, workflow, etc)
* Assisting developers in troubleshooting development issues
* Monitoring all servers like Siebel Server, Gateway Server, Web
* Server, Database Server, Siebel Analytics Server & Siebel Analytics Web.
* Monitoring all server components like Communications Outbound
* Manager, Enterprise Integration Mgr, Marketing Object Manager
* (ENU), Server Request broker, Server Request Processor & Document Server.
* Monitoring RCR Components
* Trouble shooting when production goes down
* Starting & stopping production servers for Server maintenance.

**Configuration:**

* Knowledge of Customizing the Screens, Views and Applets as per the client’s requirements.
* Knowledge of Joins, Links for business objects and

business components

* Knowledge of Pick lists, MVGs for business objects and

business components.

* Knowledge of Drilldowns for business objects and

Business components.

**Workflow and Assignment Manager:**

* Good knowledge on Workflow process management and assignment

Manager components.

**EIM:**

* Knowledge of importing legacy data into Siebel database through EIM process.
* Running EIM task

**Testing:**

* Knowledge of Sanity Test & Smoke Test.

**Qualifications:**

* **M.Sc (Cs) M**aster of **C**omputer **S**cience with **73%** from Vysya College, Periyar University, Salem, Tamilnadu Passed out in May 2002.

**Technical Skills:**

### Siebel 7.X/8.0, Informatica 6.x

* Oracle, Toad

**Trainings:**

Corporate training on **INFORMATICA 6.3** given by Hewlett- Packard**.**

### **Projects:**

**Project 1: ANZ Loan IQ**

Environment: Windows

Application: Loan IQ product from Misys

Designation: Project Manager(Test Environments Management)

Loan IQ is used by leading financial institutions worldwide to optimize, automate and develop their lending business. With robust workflows and feature-rich functionality, Loan IQ enables institutions to manage their company-wide lending business effectively from a single platform.

This application is used to transform wholesale lending, standardising and simplifying approach to loan fulfillment, servicing and management.

**Responsibilities**:-Environment Management/Asset Management/Capacity Management/Incident and Defect Management /Outage Management.

**Environment Management**

* **Environment Manager** for the entire delivery of Projects and environments.
* Responsible for working with project teams, developers, testers and Platform support teams to ensure the project is running smoothly and delivering on time.
* Responsible to work as a **key point of contact** between the project ,stakeholders and supporting team
* **Building new environments** for new Projects for Dev and Test activities and these environments consists of Database, Application, Platform servers and storages.
* Responsible to **maintain and manage the Environment** and reduce the down time on Databases, Applications and servers by working with platform, DBA and application teams.
* Understanding the Basic requirement of Projects and ensure the **availability** of servers, Databases and Applications for smooth running of projects and Make sure it is deployed and delivered on time.
* Responsible to do **Risk analysis** if the environment/components are sharing with multiple projects.
* Responsible to coordinate with UAT test manger to make sure that testing was going smooth without any issue
* Coordinating with Testers and application teams and define the smoke/regression test to ensure the project components are always operational and working.
* Responsible for **Resource availability** for Project demand and working with applications lead to ensure the support.
* Basic functionality knowledge on Databases, Servers, storage concepts.

**Asset/Capacity management**

* Produce and maintain an appropriate and up-to-date **Capacity plan**, which reflects the current and Future needs of the Projects and Clients.
* Ensure the Proactive Measures to improve the **performance on Capacity** by working with Platform support teams.
* Following up with projects to recover and recycle the environments after the successful deployment of current projects by doing a **Recovery** audits.
* Forecast and suggest requirements for new hardware purchases and Co-ordinate the installation of new hardware by working with different support teams and Vendors
* Responsible to coordinate the **Gold copy/Data base refresh** on all the project environments.

**Incident/Defect management**

* Responsible to co-ordinate the **incidents /defects** which are raised by the project teams and ensure these incidents and defects are resolved in a timely manner by working with appropriate team.
* Responsible to do an **RCA** with the help of support team and provide a detailed report to project and client to avoid the risk for project delivery.

**Outage Management**

* Responsible to schedule and co-ordinate the **infrastructure outages** as per platform, application and DBA’s request.
* **Schedule and co-ordinate outages** based on the RFC(s) created by the infrastructure teams to remediate vulnerabilities and for quarterly vendor patching on servers and Databases.
* Responsible to **create outage plan and analyze the impact** towards project test/delivery.
* Responsible to work with Stake holders and Project managers to schedule a suitable down time for outages in a less impact time to avoid the risk in project delivery and dev/test/build activities.
* Responsible to do an RCA and to provide a detailed report if any unplanned infrastructure outage happened.

**Project 2: ANZ Payplus**

Envrionment: Windows

Application: Payplus (HVPP) product from Fundtech

Designation: Environment Manager

### Payplus is the core payment processing system and Group international payments solution (Core payment engine at ANZ) for Australia and Newzeland.Payplus RTGS has been operational in ANZ since 2000.Payplus RTGS payments application is a client server system written in visual basic deployed on windows platform.

### It is a vendor solution provided by a Fundtech corporation. Enhancements for payplus are developed and supplied by Fundtech.Payplus is both internal and external facing application.

* Work with project team at a leader ship level for all environment related queries.
* Status reporting for env team
* Scheduling and planning environment management activities go align to project stream scheduled mile stones
* Review and input to key application documents
* Manage environment issues and risks
* Prepare env estimations
* Interact with integration/development team on the deliverables and packages
* Interact with vendor on builds/minor fixes released
* Service request analysis and pipeline allocation
* Peer review of key environment deliverables and documents
* Manages environment booking
* Attending defect triage testing

### **Siebel Projects:**

**Project 3: ANZ Siebel Support**

**Environment: Siebel 8.0, SQL Server 2005**

***Application – Siebel Financial***

ANZ is a major Australian Financial Institution offering home loans, credit cards, savings accounts, car loan, business loans, Internet Banking, insurance services to it’s customers. The Main Objective of Project is to provide Siebel Application support to ensure consistent availability of the Siebel Application to cater customer needs.

* Installation of Siebel & Quick Fix patches
* Configuration of ADSI Authentication
* Setup SSL between Web server & Siebel Server
* Setup of dev and test instance for developers for diff projects
* Make sure that migrations are delivered on time
* Monitoring QC and assigning defects/ECR to team members
* Monitoring multiple projects from conceptualization and visualization to technology mapping and final execution of projects.
* Holding review meetings to monitor progress of the project as per schedule, and ensuring timely completion and delivery of the project to the client
* Preparing proposals, resource plans, architecture evaluation, effort estimation, tracking, risk management, technical direction and training.
* Formulating strategies for accomplishment of performance milestones.
* Understanding and coordinating client’s needs / enhancements, customization of product accordingly and consult with technical team to provide solutions as per the delivery schedules.
* Production Implementation

**Project 4:** **Upgrade of Siebel CRM/MRM 7.5 to 8 & Implementation of HA**

***Duration: Jan 2007- March 2010***

Description: This project mainly involved in upgrade of Siebel 7.5 to 8 as well as Database upgrade from Oracle 9i to 10g. HP is one of the company which has implemented Siebel 8 on Oracle 10g. After completion of Upgrade we have implemented S2S failover implementation across data centers to achieve High Availability.

**Responsibilities:**

Played a major role in upgrade and S2S implementation of Siebel application

* **Implementation of NGDC(Next Generation Data Centers)**
* **Implementation of HA for Integration and Siebel Application**
* **Implemented VERITAS Cluster Gateway for S2S fail over**
* Installation of Siebel & Oracle software in Remote Servers
* Installation of Quick Fix patches related to Siebel
* Installation of CTI & QF’s.
* Installation of Vshell and generating Hostkeys for Sftp
* Installation of Authentication S/W like LDAP, Siteminder & SSO.
* Distribution of Server related components to all remote servers like

Assgn Mgr, Object Mgr, EIM, EAI, Workflow related components

* Installation of Batch Interfaces
* Make ensure that weekly Build has applied to instance i.e.

Repository Migration

RDS Migration (Global/Regional)

SRF Migration

* Involved in Upgrading Production Environment
* Involved in Upgrade Database (Upgrep) & Custom DB Scheme (upgphys).
* Making changes as per Siebel PRR.

***Project#5* WW MRM Support**

***Client*** **Hewlett-Packard**

***Duration : Jan 2005 – Jan 2007***

HP has begun a new phase of marketing with the introduction of a global Marketing Resource Management (MRM) process, a key piece of the overall HP marketing infrastructure. This will facilitate internal and external communications across businesses and geographies by ensuring consistent use of marketing terminology, make us more responsive to the needs of both our customers and our sales channels, and enable us to best target our marketing spend and provide optimum return on that investment. This has gone live on all the regions of HP (WW, Americas, APAC, Japan).

MRM main focus is on the total expenses monitored in each quarter. MRM has some entities like Initiatives, Budgets, Programs and Campaigns.

**External Systems Implemented: Smart Buy and SAP, eQuate and Validity.**

**Smart Buy** is HP’s Online Purchasing Tool for “Indirect” Goods & Services built on by Ariba Buyer platform. Smart Buy enables users to buy operational goods and services by automating purchasing, authorization rules, and receipt processes while linking to appropriate payment mechanisms.

**SAP** is the world wide system for accounts payable. It would be used for getting invoice information to Siebel. For Indirect procurement (IP) the Purchase Orders (PO) are sent from Smart Buy to SAP. Invoice information related to these PO’s would be sent to Siebel. BPO’s related invoices should not be sent to Siebel. They would be managed manually within Siebel. Please refer the Process document for further details.

**eQuate** is a worldwide system for HP Inter-Company billing, Internal Invoices and Journal Vouchers. Funding through soft dollar movement for Program and Campaign is done by marketing users using eQuate. Siebel MRM has a requirement to display all Inter-Company Billing, Internal Invoices and Journal Vouchers related to a Marketing Campaign in Siebel. The ‘Marketing Code’ field in eQuate links the transaction to MRM Campaign. User’s fill-in MRM ‘Campaign Id’ in the ‘Marketing Code’ field when posting eQuate transaction.

**Validity** allows client applications to communicate with validity services to validate Cost Locations.

**Role:**

* Respond to issues escalated from Help Desk
* Document issues history in BLT
* Update L1 Helpdesk of status of issue
* Insert request into WITS if a case has to be followed up by the WW development team
* Escalate issues to L3 Regional, WW L3 and L4 accordingly
* Ensure system is operating within performance targets
* Coordinate with infrastructure team on system outages
* Forward code-base enhancement requests to WWL3
* Ensure change management process is followed for region-level changes
* Identify root causes and analyze trends in submitted issues
* Proactively and routinely monitor system performance
* Provide training and counseling as needed
* Maintain user distribution lists for downtime alert notifications

**Personal Details:**

# Full name : Rajesh.L

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Sex : Male

Marital Status : Married

Mother Tongue : Telugu

Nationality : Indian

Languages Known : English, Telugu, Tamil & Hindi.

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