**Raj Jaiswal**

**Address:** Katwaria Sarai **+91 9532189601**

Hauz Khas, New Delhi **raj.jaiswal543@gmail.com**

|  |
| --- |
| Objective |

To work in an organization that provides me with adequate challenge and fosters an environment of creativity and continual learning among its employees, where I can increase my technical skills and professional expertise.

### Professional Summary

* **Overall 3 Years of work experience in maintenance and support of Web based and desktop applications of American Express (client) in BNFS domain with wide range of functional areas.**
* Acquired industry experience in SQL server, ASP.NET, JAVA, Splunk,Dynatrace
* Hands on experience on **Service Now** for **Incident Management, Change Management, Problem Management and Configuration Management.**
* Worked for 100% availability of the applications and ensured that applications are BAU.
* Implement permanent fixes through code change ensuring stability of the application.
* Debugging and fixing bad data in a processed file as per Business requirement.
* Work with the business team to design and develop a strategy to make a smooth functioning of application as well as identifying and testing the application to rectify the loop holes.
* Identify incident trends and manage to root cause resolution.
* Work closely with the Service Delivery Manager to identify and implement Service Improvements – demonstrating an increase in the quality of service and a reduction in cost.
* Updating the KEDB and CMDB for user’s ease of access and ensuring best practices as per ITIL guidelines.
* Interact with the development teams in various phases of development and provide inputs
* Strong logical thinking & ability to understand program logic.
* Derived DR exercises for the applications.
* Good communication, presentation and interpersonal skills.

### Work Experience (Project 1)

**Employer                     :** Syntel Ltd

**Client                      :** American Express

**Project :** Travel and Lifestyle

**Applications :** Gemini Homepage, Express Data

**Technology & Tools   :** SQL Server, JAVA, ASP.NET, Service Now

**Duration                      :** 1.5 Years

**Description**: It was a production support project which involved more than 20 applications including Gemini Homepage and Express Data. Being a part of the Travel and Lifestyle, I have handled all the technical issues like Performing Impact Analysis to identify the modules impacted by the Business Need Request initiated by the client and make sure to deliver customized reports on daily, weekly, monthly and quarterly basis.

**Application and Tool Description**

**Gemini Homepage**: Gemini Homepage is an internet application which is used to book Air, Car, Hotel, Total trip and Cruise by American Express cardholders. The application will also allow the card member’s to perform MR point’s redemption and avail the latest offers for their cards.

**Express Data**: Express Data is a data warehouse. Here we kept data like foreign exchange transaction details. Whenever business request for any transaction details we pull data from Express Data and share with the Business.

**Service Now**: Service now is a tool to manage all the tickets, changes and knowledge documents on a single window. I have raised tickets and RFC’s and managed application issues using Service Now.

### Work Experience (Project 2)

**Employer                     :** Syntel Ltd

**Client                      :** American Express

**Project :** Treasury Portfolio

**Applications :** Rate selection System, FRX

**Technology & Tools   :** SQL, JAVA, ASP.NET, Dynatrace, Service Now, Splunk

**Duration                      :** 1.5 Years

**Description**: It was a production support project which involved more than 6 applications including Rate selection system and FRX. Being a part of the treasury portfolio I have provided end to end solutions for all issues and have solely supported 2 of the major applications. I have handled all the technical issues related to these applications and worked effectively to provide customer satisfaction and was appreciated by my leaders and higher management for the same at many instances during my tenure.

**Application and Tool Description**

**Rate selection system**: RSS is used to select, collate and coordinate distribution of foreign currency exchange (FX) rates across all AXP worldwide Card capture system of RSS. This ensures consistency of the selection methodology in line with criteria established by the GLT/GCO and adheres to the Terms & Conditions in our Card member agreements.

**FRX**: The business objective of the FRX project is to have a centralized repository for all regulatory reporting information and data sources as well as provide multi-stage approval workflow capabilities. FRX defines efficient, controlled processes for collecting the unit submissions data from the correct data source and automate the data submission and attestation process, automate the regulatory reporting business rules as well as the feeds to the reporting platforms.

### Responsibility:

* Analyzing and investigating defects and faults, and tracing them till final resolution, provide RCA and test them on test environment
* Work for 100% availability of our application and make our application BAU
* Prioritize requests in accordance with agreed service level agreement
* Within own area of knowledge followed agreed procedures to investigate issues and other requests for support and determined appropriate actions to be taken
* Receive and analyze application related faults and data related faults from Business and provide them the resolution as per agreed timelines
* In accordance with agreed procedures, monitored application systems. As a part of which, I have carried out regular scrutiny of the application's software, systems software for proactive maintenance
* Performance and Capacity Reporting
* Routine activities related to fault prevention and problem management
* Monitoring performance and resources on server
* Liaise with other interfacing system Team members to resolve the various issues faced
* Providing post deployment support for upgrades/changes/enhancements done on production (Live) Environment
* Provide support out of office hours, during weekends and during major release work to development and customer to help them resolve issues faced
* Ensures all work is carried out and documented in accordance with required standards, methods and procedures
* Active participation in Analysis and designing phase

### Technical Skills

|  |  |
| --- | --- |
| **Operating System** | **Windows , UNIX** |
| **Skills** | **SQL Server, Java, ASP.NET** |
| **Tools** | **Service Now, Dynatrace, Splunk, Gomez** |

###### Achievements

* Appreciated by the client for putting forward LEAN ideas to reduce manual efforts and working on complex issues and resolving them.
* Certified Agile Professional by Syntel Pvt. Ltd.
* Awarded Syntel value awards for my performance

###### Education

* **B.Tech in Information Technology** from SRMGPC, Lucknow (U.P) with 65%.
* **12th** from Central Academy, Gorakhpur, UP (CBSE Board) with 62%.
* **10th** from Central Academy, Gorakhpur, UP (CBSE Board) with 75%.

###### Personal Profile

**Name** : Raj Jaiswal

**Phone** : 9532189601

**Father’s Name** : Mr. Shailendra Kumar Gupta

**DOB** : 5th October, 1993

**Marital Status** : Unmarried

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

(**Raj Jaiswal)**