

# Vinay Kelkar

## L2 PRODUCTION AND APPLICATION SUPPORT LEAD

### SUMMARY

A highly analytical and detail-oriented Production support lead with excellent ability to manage client expectations and a passion for developing innovative solutions. Possessing a strong understanding of database concepts and a proficiency in Python, I am eager to take on new challenges and contribute to the success of a progressive company.

### PERSONAL DETAILS

#### Location

India, Mumbai

### CONTACT

 [vinaykelkar@hotmail.com](mailto:vinaykelkar@hotmail.com)

 9028491184

### WORK EXPERIENCE

#### Senior Manager

MORGAN STANLEY, MUMBAI

Apr 2021 - Present

- Collaborated with business to identify pain points and developed Python based scripts and GUI, allowed to identify cash breaks in the system, which led to user ticket reduction by 90% in one of the applications.
- Utilized service now, JIRA to share technical & business knowledge which helped to efficiently resolve critical Production tickets/issues in timely manner.
- Worked on War games as part of SRE initiative to produce outage situation in lower environment and brainstormed ideas to eliminate them from occurring in production.
- Assumed ownership for all and any application production outages, driving incidents to clear resolution with full accountability for remediation tasks.
- Created RCA and test plan documents to analyze and verify issues faced by customers in various applications that helped to improve MTTR by 85%.
- Spearheaded an alert reduction program by collaborating with Development team and eliminated multiple repetitive alerts observed in production system.
- Identified and set up prechecks by writing SQL scripts which reduced multiple data quality issues before releasing the data to downstream systems.
- Developed Python script that monitors statement generation of accounts part of EOD batch and reported performance related issues to Development team.

#### Software Engineer

TIETO, PUNE

Feb 2019 - Apr 2021

- Improved performance of the application by 90% using SQL query tuning and index creation technique.
- Successfully led various Energy Components software upgrades and delivered well before the deadline.
- Developed release management solution to ensure that defects raised by customer using JIRA are resolved within SLA.
- Monitored daily CI builds through Jenkins and resolved the issues found during any stage of the pipeline.
- Provided technical and functional support to customers using Tieto's Energy components product.

#### Trainee Technical Consultant

SIMPLE LOGIC, MUMBAI

Jan 2017 - Feb 2019

- Provided 24\*7 technical support for SBI to resolve database issues faced by customers and worked on common DBA tasks.
- Developed a Tableau dashboard, which assisted in analyzing and resolving production-related issues and reduced the number of such alerts by 85%.
- Automated migration and compilation of Oracle forms (.fmb), Reports (.rdf) using batch scripting to improve efficiency by 90%.

#### Associate Software Engineer

TECH MAHINDRA

Aug 2015 - Feb 2016

- Performed timely escalations of Production issues and collaborated with L3 support team to create knowledge base articles.

### EDUCATION

#### Bachelor of Engineering (Information Technology)

UNIVERSITY OF MUMBAI / RAMRAO ADIK INSTITUTE OF TECHNOLOGY

Aug 2011 - May 2015

### SKILLS

Python SQL Linux Grafana Flask Autosys IBM MQ Tableau GIT  
PLSQL Shell Scripting

### CERTIFICATIONS

Tableau Certified Desktop Specialist Microsoft Technology Associate - Python Programmer