

VIVEK DURAI

Senior Software Engineer | Capgemini, Bangalore

Address : 403, Sri Sai Santhan Pg, 3rd cross hemanth nagar, Marathahalli, Bangalore

Permanent Address: Mohan Puram, Kansai Section, Ambarnath, Mumbai, Maharashtra

Mobile : +91-7204281603 & Whatsapp - 9623636944

Email-id : vivekdurai.personal@gmail.com

Career Objective:

- To achieve excellence in technologies and use my skills to the utmost benefit of the organisation. Being a good team player with high levels of motivation and sincerity.
 - Securing a responsible career opportunity to fully utilise my training and skills, while making a significant contribution to the success of the company.
-

Award & Recognition:

- MUFG Americas, Client Delight Award - Outstanding Best Performer - 2019
 - MUFG Americas, Project Star Award - Outstanding Best Performer - 2020
 - Certified in Advance Javascript from Besant Technologies, Bengaluru.
-

Professional Experience:

Capgemini India Pvt Ltd .., Bangalore.

Project Name: TIO Compliance MuFg

Role: VBA / JavaScript Developer

Duration: January 2020 – present

Client: Mufg Americas, West Coast of United States & East Coast of United States

Project description: In this project working in Patching Team to automate the manual work. In this project On - site manager will be giving me the requirement to develop the web based application / VBA based application.

Project Name: Office 365 Migration

Role: Office 365 Core Team Member

Duration: March 2019 – December 2019

Client: Mufg Americas, West Coast of United States

Project description: This is a pilot project where we migrate On Premises 2007 & 2013 Mailboxes to Cloud and push Office 365 applications to 19,000 MUFG employees across US.

Roles and Responsibility:

- Configuring and troubleshooting issues related to Outlook & Skype for business and all other office 365 applications.
- Investigating, resolving & closing user reported Office 365 application issues through remote session & via Ticketing system.
- Configuring user profile, migrate mailbox data over network.
- Adding E5 licenses to user's profile via Active Directory.
- Pushing the Office 365 applications to user's system via SCCM.
- Configuring and Setting up the Microsoft Intune Company Portal mobile app for iOS & Android.
- Conference Video meeting with Microsoft Team via Cisco WebEx during Outage.
- Creating and updating Knowledge base Articles for Help Desk team to refer in office 365 issues.

Javascript Work in Mufg Project-

- **Designed & Developed the Prediction Guru Tool for service desk :** Threshold value of the project was 5%. When Abandon rate goes above 5% then managers & TL were not knowing how many calls are needed without abandon to reach below 5% in real time. So, developed a web application which will track the data and will predict the number of calls needed to reach the threshold value. Developed this project using **HTML, CSS, JAVASCRIPT Technology**
- **Designed & Developed the Report Generation Tool for SME for Service Desk :** Everyday SME needs to send the huge data report to the manager. That data report was time consuming to generate. That data report was not in a formatted way. So, Designed & Developed the Report Generation Tool which can be used in real time to input the data into this tool and by the end of the day it will generate the report & send it to the managers. This tool was helpful as it reduced the manual human efforts. Developed this project using **HTML, CSS, JAVASCRIPT Technology**

Project Name: RBC IMS

Role: GTSD | Incident Manager | Team Size:10

Duration: Jan 2017 – February 2019

Client: Royal Bank Canada, Canada

Roles and Responsibility:

- Responsible for all Functional Technical assistance to RBC's Employee on Incidents.
- Responsible to create, manage, categorise, and priorities (P1, P2, P3, P4s) the incidents in ITSM Tool.
- Prioritise client's incidents during outages & creates events, alerts, notification.
- Review incident tickets, understand issues, and apply diagnostic utilities to aid in troubleshooting the incidents or support request received.
- Proactively and continuously keep the stakeholders informed about the status of incidents and follow up with SLA.
- Expertise in analysing and resolving front end issues on Windows platform related to

- Hands on experience Windows Operating Systems including XP, Windows 7 & windows 10.
- Responsible to take backup and restore off files, Monitoring and managing of server performance and availability.
- Prepare PRPs, KMs, access software updates, drivers, external knowledge bases & other support documents for unknown issues in knowledge base.
- Record, track, and document the problem-solving steps, decisions made and actions taken, through to the final resolution via the request management tool.
- Escalate incidents to 3rd level IT support teams & lead bridge calls high outage.
- Support multiple clients over the chats and calls at a time.
- Adhere to Process, Policy, Procedures, Meeting SLA .

Technical Skills:

- Knowledge of Windows 7, Windows 10, Server 2008, Server 2012.
- Knowledge of Laptop, Desktop Reimage via Network Build.
- Knowledge of Mail Clients which includes Outlook 2010, Outlook 2013, Office 365, Maas360, Blackberry Enterprise Activation.
- Knowledge of Citrix Xen-App, SCCM ,Avamar, CCU ,Impact 360.
- Knowledge of VPN, SSL VPN which includes soft token & hard token.
- Knowledge of Hardware Devices : Cash, Coin Recycler, CDU (Cash Dispensing Unit), Pinpad, Card Reader, E-Signature Pad, Network & Mobile(Local) Printers, Mobile Scanner, Dice, Receipt Printer, Passbook Printer used in Royal Bank of Canada.
- MS Exchange On Prem 2007, 2013 & Office 365(Installation, configure & Mailbox management).
- Knowledge on WAN, MAN & LAN.
- Knowledge on MAC OS.
- Basic Linux & installing ubuntu.

Ticketing Tool: Service Manager 9 & Service Now

JavaScript Work in Royal Bank Of Canada Project -

- **Designed & Developed CSAT Survey check Portal** : RBC Project CSAT requirement per month is 92 percentage. When CSAT falls down below 92 percentage, employees are not aware of number of CSAT survey needed. So, developed this handy tool which increased the CSAT of RBC. Developed this project using **HTML, CSS, JAVA-SCRIPT Technology**

Personal Skills:

- Excellent oral/written communication, interpersonal, analytical & problem resolution skills. Thrive both independent & collaborative work environments.

- Confident, hardworking, motivated, fast learner adapt well to changes & pressure work-place.
 - Ambitious and committed to excellence.
 - Committed to deadlines & schedules.
 - Sincere with a high level of Integrity.
-

Education:

- **MAY 2016** - *Mumbai University, Mumbai - Bachelor Of Engineering in Information Technology - 7.8 CGPA*
 - **MAY 2013** - *Institute Of Technology, Mumbai - Diploma in Information Technology - 72%*
 - **MAY 2010** - *Inner Wheel School, Mumbai - Secondary School Certification - 82%*
-

TECHNICAL COMPETENCE:

- Databases: SQL
 - Proficient in MS Office (Excel, Word, Power Point)
 - C, Basic of JAVA
 - Operating Systems like Windows 7 / Windows 10 / Mac
 - Web Technologies like HTML, CSS, JavaScript, Basic of Angular
-

PERSONAL DETAILS:

- **Date of Birth:** 28th of August 1993
- **Gender:** Male
- **Nationality:** Indian
- **Languages Known:** English, Hindi, Tamil, Kannada, Marathi
- **Address (Permanent):** Mohan Puram, C-1 304, Kansai section, Ambarnath East, Mumbai, Maharashtra - 421501

DECLARATION:

I hereby declare that the above specified details are true and correct to the best of my knowledge.

Place: Bangalore

Date:

(VIVEK DURAI)