OBJECTIVE:

Looking for a lead/senior role in a reputable organization to utilize my Technical, Service Delivery and Application Support skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

PROFILE SUMMARY:

Having **8+ years of total experience** in Application Support, Migration, Reports development and Service Delivery.

- Possess hands on experience in UNIX, Shell Scripting, SQL, PL/SQL, Java and Splunk.
- Have hands on experience as WebSphere, IIS and Apache/Tomcat Middleware Configuration tools.
- Have strong knowledge in Incident Management, Change Management and Problem Management Process and ServiceNow KCS Coach (Knowledge-Centered Support).
- Handled all the levels of priority incidents, RCA, Performing NPLs (No Problems Later) for critical (Red) severity problems.
- Support Senior Management by providing or contributing to periodic reports and presentations.
- Adopt a culture of continual process improvement and best practice within region, with regional peers in global forums, to ensure processes and tools are effective.
- Superior communications and interpersonal skills, quick leaner with an ability to interact with a wide range of people.
- I have been part of Auto Failover projects and successfully implemented on multiple projects to failover during issues or whenever required such as maintenance on datacenter.
- Have good hands-on experience on Data Center Migration projects along with handling hot-hot environments.
- Strong client focus and Positive attitude.
- Enthusiastic learner who quickly grasps new concepts and technical skills.
- Having experience Debugging, Troubleshooting and testing application.
- Ability to learn/migrate to different platforms, application and language quickly.
- Recognized for reliability, teamwork, persistence and strong work ethics.
- Customer interfacing which includes end user and customer IT interactions in L2 and L3 context.

Company Name	Designation	Duration
FIS Global Business Solutions India Private LTD, Bangalore	Application Support Analyst Senior.	01-Apr-2020 to till date
FIS Global Business Solutions India Private LTD, Bangalore	Application Support Analyst II	01-Apr-2017 to 31-Mar-2020
FIS Global Business Solutions India Private LTD, Chennai	Application Support Analyst I	29-Dec-2014 to 31-Mar-2017
C-Edge Technologies Ltd/ Mensa Consulting Services	Migration Specialist and Reports Developer	01-Feb-2013 to 26-Dec-2014

SOFTWARE PROFICIENCY:

- Environment: Windows, UNIX
- Programming Language: SQL, PL/SQL, Java, Splunk SPL.
- Scripting Language: Shell and Windows Batch Scripting
- Database: Oracle 10g,11g, 12c, 18c, 19c, MS SQL Developer 2016.
- Tools: Putty, SQL Developer, Splunk, Thousand Eyes, RESOLVE, ServiceNow, Akamai, ICTMS, CMS.
- Middleware: WebSphere, IIS and Apache Tomcat.
- Areas of Expertise: Service Delivery and Database Development.
- Domain Specific: Core Banking, E-Commerce and Loyalty Programs.

CORE COMPETENCIES:

- ✓ Strong Technology Background
- ✓ RDBMS Concepts
- ✓ Oracle 10g/11g/12c/18c/19c,
- ✓ Application Maintenance / Support/ Problem Solving
- ✓ Mentoring / Training
- ✓ Team Leader

- ✓ Process Documentation
- ✓ Troubleshooting & Problem Solving
- ✓ Technical Communication and Business Analysis
- ✓ Strong Analytical abilities
- ✓ Cohesive team worker

CAREER HIGHLIGHTS

- STAR Award three times at FIS.
- Above and Beyond Award twice at FIS.
- Spot Light Award once at FIS.
- Spot Cash Reward by CIO at FIS.
- Monthly Success Stories overall organization twice at FIS.
- Best Performer of the Quarter at C-Edge Technologies LTD.

Project Profiles:

FIDELITY INFORMATION SERVICES (29-Dec-2014 – Till date):

Application Support Analyst Senior.

Domains worked**:** Banking Solutions and Merchant Solutions

Projects: E-Commerce, Retail & Corporate Payments and Loyalty Card Programs.

Project 1: **Certegy Check (WebSphere, Oracle 12c, AIX and Linux).**
Check Systems and ACH

- ✓ Working in an agile environment with continuous development and continuous integration
- ✓ Responsible to deploy the updated codes in various lower environments and Production environments which were committed by the developers in the shared repository
- ✓ IVR Leveraged application has been implemented and supported for Card, Check and Loyalty Products.
- ✓ Created the various scripts for monitoring (File watcher, DB sync)
- ✓ Scheduling the monitoring and NDD file process jobs.

- ✓ Involved in FE, Client configurations.
- ✓ Supported multiple web applications involved in Certegy Check.
- ✓ Created the dashboard to monitor Client transactions and FE hosts.
- ✓ Involved in the installation and deployment for any code changes.
- ✓ Involved in the client on board process.
- ✓ Monitoring the ACH clearing and settlement process (Approved transactions)
- ✓ Engaging the IM (Incident Management) and various stake holders to trouble shoot the issue, for all critical Incidents
- ✓ Attending the Change review meetings on weekly basis.

CRS(Claims Recognition system) (IIS, MS SQL 2016 and Windows).
- ✓ Designed "All in one importer" batch file to recognize and process the different type of files for various clients
- ✓ Verifying the application as part of post patching activity
- ✓ Handling the issues of Auto Scanned images (bad images)
- ✓ Performing the DB Alchemy repositories on monthly basis.
- ✓ Developed the On demand IRD to check the bad images (Front or back)
- ✓ Monitoring the all approved data is available on the ACH system.

Project 2 – **ClearCommerce (Apache Tomcat, Exadata base (19c) and Linux).**
- ✓ Supported ClearCommerce which is a package of E-Commerce Engine, Hosted Payment Page, FraudShield and RapidReviwer.
- ✓ Have implemented Splunk tool for log monitoring with alerts and dashboards for statistics.
- ✓ Deployed multiple releases of ClearCommerce Engine and upgrades of Java to remediate the vulnerabilities.
- ✓ Involved in Data Center Consolidation project to migrate from Legacy servers and databases to CI servers and Exadatas.
- ✓ Involved in Auto Failover project to have the application failover during incidents without manual intervention based on Thousand Eyes and Splunk Alerts.
- ✓ Developed script for transferring settlement file bypassing proxy with Curl and SFTP usage.
- ✓ Developed scripts for the clients customized reports than the reports available in application.
- ✓ Involved in implementation 3DS security feature implementation.
- ✓ Worked for PCI Audit for the application on year basis.
- ✓ Splunk reports were developed for clients visibility of transactions TAT.
- ✓ Implemented the integration of products with ClearCommerce and smooth processing.

Project 3 – **Valutec (IIS, MS SQL 2016 and Windows).**
- ✓ Worked on continuous integration and deployments for the fixes and new features.

- ✓ Have integrated the WorldPay and Valutec to make the platform bigger and make the features of both products to the customers.
- ✓ Worked on integrating the Valutec with StoreCard API and Express API.
- ✓ Worked on integrating TOAST to work with Valutec processing.
- ✓ Worked on implementing the MDB API so to have all the requests and managing of the application modifications available to users through the API calls.
- ✓ Remediated the knee jerk vulnerabilities within 24 hours.
- ✓ Implemented Self-heal to monitor the services and server CPU, Hung Java Threads etc.
- ✓ Implemented Thousand Eyes for the URL Monitoring.
- ✓ Splunk has been implemented for log alerts and dashboards.

C-Edge Technologies/Mensa Consulting Services (1ˢᵗ Feb 2013 – 26ᵗʰ Dec 2014):
Domains worked: Core Banking Services
Projects: TCS B@NCS
Migration Specialist and Reports Developer
- Started carrier at C-Edge Technologies through Mensa Consulting Services and worked on Core Banking Services on the product TCS B@NCS.
- Initially worked on migrating data from Legacy systems to TCS B@NCS for about an year and moved on to developing reports for the clients requirements.
- Clients appreciated on sorting their problems with the reports I have developed additionally than existing standard set.
- Few of the reports were developed for mitigating the migration issues which I have taken to the team which I previously worked and resolved them.
- Quarterly, Half-Yearly and Yearly audit reports were customized as per the client requirements.
- Same reports have been pushed to different banks as they found the reports from by our client are very informative and in clear.
- Lot of knowledge has been gained on Deposits, Loans, Migration and Reports modules during a short span of **2 years** in the organizati