

SRE Resume 2

Having **15 +** years of experience in IT – Handling Complex Technical Support, Infrastructure Support, Enhancement, development and provisioning of application/s both on-premises as well as Cloud Platforms like AWS.

Implemented and provisioned DEVOPS/CI CD tools for faster software and service delivery.

Strong Hands-on Expertise on Linux, Unix Systems, Oracle, Three Tier Application, Middleware Technologies.

EMPLOYMENT HISTORY

- **JPMorgan Chase** (technical lead): **from Dec 2011 - Till Date.**
- **DELL Services** (Senior Development Advisor): **from Apr 2010 - Dec 2011.**
- **Infosys Technologies** (Sr Software Engineer): **from Jul 2005 - Apr 2010.**

Roles & Responsibilities :

- Several Years of Experience of leading/managing Application Development/Production Support, Infrastructure Support, SCM, DEVOPS in fast paced environment. (Corporate Investment Banking).
- First Class Troubleshooting experience in **virtual/ cloud infrastructures**. Maintenance and Support of Distributed Websites and Client Facing Internet Sites hosted on multi cloud platforms. (Multi Cloud, Multi VM, Multi-Tenant Cloud Native Platforms.) within a large-scale enterprise environment.
- Involve ongoing communication with users and customers regarding application performance and evolving requirements of the business.
- Identify areas for service delivery improvement and recommend changes to operating procedures. & Work closely with various internal groups to ensure a timely resolution of open issues.
- Being Single point of contact of all Business escalations I ensure services are brought back to normalcy according to agreed upon expectations. Ensure that the RCA is done and captured in Problem logs in case of any major incidents affecting our service delivery.
- Provide **technical** knowledge, lead, and mentor junior team members in Applications supported within in Business unit, ensure knowledge is captured and documented in WIKI.
- **Manage communications** with vendors, dependent applications (downstream/upstream), and service providers for infrastructure/Cloud support Build and maintain relationships with key stakeholders & encourage a collaborative approach for issue resolution

Lead/managerial Aspects:

- Proven track record of hiring/building strong teams from ground up, involved in technical interview process, team building activities, shift planning, ticket assignment, and tracking all SLA related to support and services of customer issues.

- Act as a single POC for all technical issues related to supported applications to ensure, only bugs or enhancement requests flow to the engineering counterparts.
- Knowledge management: Keep a record to all repetitive issues and ensure they are automated, create knowledge artifacts, SOP, DOP to ensure Support Team is self-sustained from KB perspective.
- Provide all necessary reports to management related to Weekly/Monthly team Deliverables.

SOFTWARE PROFICIENCY

Language known	SQL, PL/SQL, Core Java
Scripting & Automation	PERL, SHELL Scripting
Operating System	UNIX (HP, SUN, AIX), Linux (Ubuntu, Redhat, CentOS), RHEL 6,7,8, Windows 7 & 10.
Databases	ORACLE 9i, 10g, 11g, SQL Server
Middleware Technologies	Apache, Tomcat, WebLogic, JBOSS.
Cloud Technologies	AWS (EC2, S3), JPM Cloud Native
Version Control Tools	GIT, Legacy Subversion and ClearCase
DevOPS Tools	Jenkins, GITHUB
Collaborative Tool	Service Now, HPSM , JIRA, Confluence, Sharepoint
Monitoring Tools	Geneos , Control-M, Autosys,Datadog

PROJECTS:

ORGANISATION-1

JPMorgan Chase

Project 1: RESEARCH, ANALYTICS and CLIENT INTELLIGENCE Support

Technologies Used: Oracle SQL, UNIX, Java, Geneos, GAIA (In-house JPM cloud platform),AWS

Responsibilities:

- Provide technical support to client facing issues, maintain stability of applications, bug fix etc.
- Automation of manual tasks, process enhancements. Encouraging team to work on reducing manual or redundant tasks.
- Managing and Mentoring India team on application L2 level issues as team lead, Managing team rota and leaves.
- Worked in migrating certain applications monitoring from Oracle to in house cloud platform (GAIA), Adopting devops practices in team, identifying bugs and working on it,
- Migration of cron jobs/tasks to AutoSys jobs.
- setting up application restart scripts, automating manual and redundant tasks.
- setting up reports in new platform, successful executions of DR and SR tests.
- Incorporated new tools in applications and guided team on the same to enhance functionalities of applications.
- Have set up Geneos Monitoring for all supported applications from scratch.

Project 2:

IBIE Support

Description:

IBIE is a data management platform that collects and manages key data attributes about client and provides analytics on clients, deals, bankers, products, profitability measures at the detail and aggregated level .

XIB gets feeds having information like trades done by bank, transaction level information for every trade, mainly used by sales person to check client valuation.

Technologies Used: Oracle, PL/SQL, Shell script, Java, basic Informatica

Responsibilities:

- Raising and tracking of issues via Incident Management procedures.
- Working with Development teams on finding the root cause and permanent fix for production issues. Applying patches/releases on Production.
- Post-installation support and testing of new releases on demand basis. Preparation of project related /status reports as per requirements
- As part of Automation goals of India production support team, many manual processes were removed and Automated procedures were incorporated & I played a major role from a technical standpoint.

Project 3:

Global Collateral Hub (GCH) Support

Description:

GCH is a program to migrate existing functions from BDAS Application (Broker Dealer Automation System) which works on VAX/VMS system to a new platform of Web/Unix system to support business with enhanced capabilities for various modules including profile search, profile maintenance, bookkeeping and billing processes, reporting capabilities for ad-hoc and production batch reporting, and adjustment and error handling.

Technologies Used: Oracle, PL/SQL, UNIX, Java, Informatica.

Responsibilities:

- Enhancement of existing set of applications as part of re-engineering efforts in GCH. Post-installation support, Bug-fixes to stabilize the application and testing of new releases on demand basis. Preparation of project related /status reports as per requirements
- Troubleshooting existing applications' issues. Maintaining stability of this application is critical otherwise it can have impact.
- Deployment of Autosys jobs and DB packages developed by AD team into production environment.

Achievements:

- Automation of a set of 26 manual reports thereby reducing huge efforts invested in report creation (Previously these manual tasks were being executed by Vendors before transition to us).

- Played a crucial role in smooth and seamless transition of project knowledge from Vendor to JP Morgan.
- Proactive issue identification and resolution during major system outages thus bringing in more stability to system.
- Participation in scheduled weekend activities like DR, HA test, portal testing, certificate renewal etc to ensure stable health of application.
- Detailed documentation of issues, production support tasks to aid new members in easy reference and learning without much dependencies on team.
- Seamlessly took up deployment tasks in a short span of time from interfacing teams thus reducing dependencies, turnaround time

ORGANIZATION-2:

Dell International

Project Name: Customer Service Support Simplified Reporting Interface Support

Description:

Providing Support and enhancement of existing set of sales reporting applications
 Troubleshooting the existing applications. Maintaining stability of this application is critical as sales team users get impacted.
 Not only reports in SRT and GRBO are supported, but there are also multiple other weekly reports which are maintained consistently and enhanced on need basis.

Technologies Used: Oracle, PL/SQL, SQL 2005, SSIS packages

Roles & Responsibilities:

As a Module/Team lead my major roles is outline below:

- Troubleshooting of system, Enhancement of scripts as part of re-engineering efforts.
- Assigning tasks to team and mentoring/assisting team on need basis.
- Providing project specific training/mentoring to team, Review of tasks, Co-ordination with client for issue resolutions, Integration, Implementation and Post-installation support,
- Bug-fixes to stabilize the application and testing.
- Preparation of project related /status reports as per requirements.
- Initiating technical bridge calls with third party teams during system issues and working towards quicker resolution of issues.

Achievements:

- Successful enhancement /Automation of many jobs as part of re-engineering efforts.
- appreciations received by client at various instances for massive contributions made in these effort reducing tasks.
- Proactive issue identification and resolution during major system outages thus bringing in more stability to system. Mentoring new team members for handling project issues

ORGANIZATION-3

Infosys technologies

Project-1: Marketing, Banking, Fraud technology
Client: American Express (Phoenix – USA)

Description:

LET is a marketing tool that is being used by the marketing team of AMEX – CMC (Customer Marketing Capabilities)

LET provides these users with campaign creation capability using a very user-friendly tool called Unica Affinion.

A campaign creation is done to identify a target population among the existing AMEX Card members (CMs) for some promotional offers.

Technologies Used: Perl scripting, UNIX shell script, sync sort, basic DB2, oracle, basic mainframe

Role: Module lead

Responsibilities:

As offshore Technical Lead:

- Providing Support and enhancement of existing LET and Score Applications.
- Troubleshooting the existing applications for any customer affecting issues.
- Troubleshooting of system, Enhancement of scripts as part of re-engineering efforts
- Providing project specific training/mentoring to team.
- Review of tasks, Co-ordination with client for issue resolutions, Integration, Implementation and Post-installation support, Bug-fixes to stabilize the application and testing, report status

Achievements:

- Successful enhancement /Automation of many jobs as part of re-engineering efforts.
- appreciations received by client at various instances for massive contributions made in these effort reducing tasks.
- Proactive issue identification and resolution during major system outages thus bringing in more stability to system. Mentoring new team members for handling project issues

Project-2

Back-office legacy transition development

Client:

Dun and Bradstreet's

Description:

BOLT, Back Office Legacy Transition is an application which processes all the orders coming into D&B through various order entry systems. It is the prime application that is responsible for offers, pricing the transaction, billing and invoicing and doing the revenue recognition. Transaction records from several other systems come into BOLT and get processed. BOLT also sends feeds to several other systems such as AR, Quantum, GL etc.

Technologies Used: Oracle (PL/SQL, TOAD, SQL PLUS), UNIX (shell scripting)

Role: Module lead

Responsibilities:

- Requirement Analysis and gathering, Detailed Design, Coding, Testing (Independent Unit Testing, Integration Testing).
- Interaction with client for issues resolutions, Leading modules for smooth completion of assigned task within required timeframe, installation, and post installation support.
- Worked on key design changes and improvements in codes, on time delivery of modules, various Knowledge Management initiatives

CERTIFICATIONS:

- ITIL V3 foundation
- Various internal certifications of organizations