****Abdul

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**Profile Summary**

* A result oriented and hardworkingcomputer Science engineering professional with nearly **6** years of experience and knowledge in the software file maintenance that includes Change Management, Version maintenance.
* To contribute the utilization of my educational background constructively thereby making myself as an innovative team player in a competitive environment.

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| **Technical Competency** |  |

**Management Tools:**

JIRA, SUBVERSION (SVN), Microsoft Office tools, CITRIX, GFAS, AS400

**Operating Systems:**

 Windows XP, Vista, 7, 8, 10 and UNIX System

**Organizational Skills:**

 Change Control, Process Management, Customer Support

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| **Professional Contour** |  |

1. **Senior Version Control Executive**

**Pavithira Solutions Private Ltd Chennai**

**From May 2013 to Jan 2017**

1. **Version Control Executive**

**Yalamanchili Software Exports Chennai**

**From June 2011 to April 2013**

**Roles & Responsibilities:**

* Tracking and controlling all the changes made in the software. Provides customer support and handling the queries of clients.
* Serves as a basic point of contact for clients with complaints, queries, request, feedbacks etc.
* Creating tickets for the issue, which are raised by clients and assigning the same to concerned team for its closure.
* Coordinating with domestic & international clients through mails and calls for the closure of the issue.
* Preparing daily / monthly reports on regular basis to keep track customer enquiries.
* Providing back-office support tasks like sending and receiving mails.
* Documenting all the projects and providing support to the development team.
* Coordinate activities with account managers, programmers, testers and other support staff to perform configuration functions efficiently.
* Applying proposed changes to the current version of the software.
* Ensure synchronization between the changes made under different project or systems with each other and with the organizational system as well.
* Control changes to the products ensuring that changes are made only with the agreement of appropriate named authorities.
* Identify and track all actions and changes resulting from a change request from initiation to release.
* Preserving all the documents separately in **JIRA**, a defect & project tracking tool.
* Maintaining all source codes of more than 50 projects including domestic and international banks into S**ubversion (SVN),** a software versioning and revision control system tool.
1. Customer Service Associate

Fidelity Investments India limitedChennaiFrom Jan 2011 to Apr 2011

**Roles & Responsibilities:**

* **Fidelity** provides asset management services all over the world and I was a member of **Onshore New Account** team.
* Maintaining customer’s account and placing their funds in appropriate deals through CITRIX, AS400 & GFAS.
* Using AS400 tool, the accumulated interests are credited into the funds or in their bank accounts.
* Wrongly placed funds are cancelled and it has to be correctly placed within the cut-off time.Maintaining accurate records of customers with proper fund management.
* Investing the funds without any erroneous and buying the deals within the UK cut-off time.
* Within a short span of 3 months, I was appreciated and assigned to invigilate the Quality process.

**Academic Qualification**

**B.E - Computer Science and Engineering -** National College of Engineering, AnnaUniversity, Chennai(2006-2010)

**HSC** - P.L.W.A Higher Secondary School, Tirunelveli (2006)

**SSLC –** Velammal Matriculation Higher Secondary School,Chennai (2004)

**Declaration**

I consider myself able to work in a team with utmost sincerity and dedication. I hereby declare that all the information furnished above is true to best of my knowledge.