**PROFESSIONAL SUMMARY**

* Have 4.8 years of experience in Capital Markets Domain as IT Analyst.
* Worked with Tata Consultancy Services Ltd (TCS) as an Incident/Release Manager.
* Expertise in using Database Utilities/Tools like PG Admin, TOAD, Autosys, MS Excel, Splunk, and JD Edwards.
* Involved in Development, Enhancement, Maintenance, Production Support and Testing activities.
* Have also engaged in BMO and taken care of onboarding and off boarding of Resources.
* Monitoring, Detailed Weekly status reporting, Detailed Monthly Governance reporting to Stakeholders.
* Coordinated and drive calls with various stake holders of the application for faster resolution of the issues.
* Have excellent analyzing skills and follows a systematic approach to achieve the goal.
* Good communication, Interpersonal skills and ability to work independently.
* Excellent skills in managing teams as team lead, and Incident Manager.

**TECHNICAL SKILLS**

**Languages** : PostGre SQL

**ETL Tools** : Datastage 9.1

**Databases** : Oracle 9i/10g/11g, Green plum

**Operating System** : Windows XP, Windows 7, UNIX

**Scheduling Tool** : Autosys

**Application** : MS-Office, DBMS, PG Admin, Toad 12.1, Service Now, JIRA, Netcool, Splunk, JD Edwards, Notepad ++, Oxygen XML Editor, MQ Visual Edit, WinScp

**PROJECT DESCRIPTION**

***TATA Consultancy Services Ltd. Chennai, India***

***Role: Incident/Release Manager Feb 2015 - Feb 2017***

***Project Title:******Global Trade Repository- RTB Production Support***

GTR is an application that is physically located in different geographic locations and stores all the OTC Derivatives. It is a single interface for global regulatory reporting and provides data confidentiality and market transparency as all the OTC transactions are reported to regulators.

***Responsibilities****:*

* On taking up the role of Incident Manger, identified the root cause of higher number of P2 incidents. Swiftly put new processes and methodologies to reduce the number, made the system stable which was a much needed one to raise morale amongst staffs and management.
* Lead and direct major incidents for GTR DTG Operations
* Resolved the service calls as per the SLA (Service level agreement) and resolved priority one tickets as production support lead.
* Provided regular updates on major incidents to IT management and key business stake holders.
* Worked with Leads directing and advising on tasks to be performed during issues/Incidents/ outage resolution.
* Escalated to Subject matter experts in DTG operations and other IT teams in a timely manner as appropriate.
* Participated in calls related to migration/release/enhancement and Presented management updates Pre and Post releases.
* Monitored incidents closely and ensured Quality is met, complete information is given and regular updates are provided.
* Responsible for Quality and Completeness of Incidents irrespective of the priority. Analyzed Repeat issues/Duplicates/ Trends or pattern Identification.
* Worked with knowledge manager and ensured the knowledge is shared across the team.
* Coordinated GTR Disaster recovery, lead the DTG Operations part in the DR test and performed shakeout.

***TATA Consultancy Services Ltd. Chennai, India***

***Role: Functional Analyst Jan 2014– Jan 2015***

***Project Title: Global Trade Repository- RTB Production Support***

***Responsibilities:***

* Analyzed all the critical issues assigned in customer specific tool named Service Now.
* Referred to Functional and Business Requirement documents for validating the resolutions provided by team.
* Cab (Change Advisory Board) Management process is followed for providing a stringent solution to it.
* Handled all kinds of outages occurring during EOD and coordinated with various Stakeholders involved in the project to meet the project goal.
* Provided guidance to support team owing to the excellent knowledge gained on various asset class applications with quality feedback for quick issue closure.
* Adhered to L2 support SLA for business Critical/High/Moderate tasks.
* Active Participation in every day Hand-over call.
* Took initiatives to train fresher for Talent acquisition per project need.
* Monitored Productivity growth and suggested process improvements.

***TATA Consultancy Services Ltd. Chennai, India***

***Role: Oracle/Green plum Developer Jul 2012– Dec 2013***

***Project Title: Exchange Traded Derivatives (ETD)***

ETD is an application that handles all the trades happened through exchanges mainly for Europe geographic region. In this application, the participants are reporting their trades to GTR (Global Trade Repository), which has the repository of all the trades. IT team is expected to validate the trades and report their position and matching status to participants. Various reports are generated and sent to the participants elucidating the status for the submitted trades.

***Responsibilities:***

* Gap Analysis of requirements by finding any ambiguity, incompleteness or incorrectness.
* Involved in the documentation of design specifications and mapping documents.
* Developed Green Plum transformations based on the source target mapping.
* Involved in review activities, code quality assurance, performance tuning, defect prevention etc.
* Prepared and executed unit test cases and involved in End to End System integration process.

**CERTIFICATIONS**

* ITIL (**IT Infrastructure Library)** Foundation Certified
* IBM InfoSphere **Data Stage** Foundation Certified
* BIPM - **Informatica** Power Centre Foundation Certified
* **Oracle** Database 11g: **SQL Fundamentals I** Certified

**EDUCATION**

# SASTRA University, Tamil Nadu, India May 2012

# B.Tech in Information Technology

**ACCOLADES**

* Achieved **STAR** performer award in 2015 and 2016 for my excellent and dedicated contribution towards successful implementation of Singapore Data Center.
* Earned **Service & Commitment** award in 2015 for my outstanding work towards support and maintenance projects.
* Acquired **Best Team** award in 2014 for ensuring smooth support across team in all circumstances bringing in customer delight.