**Vineet Kumar Pandey **

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## {Production Support Team Lead, Robotics, Application/Production Support L2/L3, UNIX/Linux, Jenkins, Microsoft Azure, Windows, SQL}

## Objectives:

To obtain a position in the IT industry by directing all my skills and abilities at the highest level of creativity and productivity to meet the goals of the organization that promotes professional and personal growth.

## Profile:

**Robotics Process Automation Support Analyst** with 8.4 years of experience in Production & Application support, currently working with **COFORGE Tech Ltd (Erstwhile NIIT Technologies)** on various platforms.

* A highly-motivated and result-oriented team lead offered 8 years of experience in production support and Robotics Support.
* Involved in production support Level 2 & 3 wherein hands on experience on Robotics platform administrator, Microsoft Azure Cloud, UNIX platforms, Windows server administration including Citrix familiarity, Informatica, Jenkins, Cloud computing services, Service fabric (RMQ), Micro services & SQL Databases.
* ITIL v3 Foundation certified professional having knowledge around Incident management, Change management, Problem management & Service management.
* ITIL Service Strategy and ITIL Service design certified to support the framework for customer.
* Co-ordination with various teams like Infrastructure admin, Network Admin, Database Admin, Middleware, Development to resolve production incidents/issues.
* Working as a Team Lead at Offshore and also mentoring the sub-ordinates.
* Willingness to work hard and to achieve team objectives & goals.
* Ability to grab new technology and tools quickly.
* Having good communication skills and interpersonal skills.

## Technical Skills:

Automation Systems : Robotics Process Automation (RPA), Windows PowerShell

Operating System : UNIX (Sun Solaris), Windows 2008/R2, 2012/R2, 2016/R2, Microsoft Azure (Cloud computing Service).

Databases : RDBMS (SQL 2008, 2014, 2016), Mongo DB.

Software Tools : Putty, WinScp, File Zilla, WindirStat, Idera SQL Diagnostic manager, Jenkins, Micro services, Service fabric.

Administrative tools : Citrix XenApp, IIS7, IIS8, IIS8.5

Ticketing Tools : Service Now, BMC Magic/Remedy

## Professional Experience

**Company: Coforge Tech Ltd (Erstwhile NIIT Technologies Ltd)**

**Project:** SEI Investments

**Duration:** July, 2020 to Present

**Designation:** Senior Systems Engineer

**Work Profile:** Robotics Process Automation Support Lead

**Business Unit:** TSU (Technology Services UNIT)

TSU is a business unit under SEI which works solely for Application’s Infrastructure & adhere the security guidelines for compliance/Audit.

**Roles & Responsibilities:**

* **Infrastructure/Application support**

**Application:** UI based

* Hands on experience with industries best **RPA tool (UIPATH)** which streamlines processes, uncovers efficiencies and provides insights, making the path to digital transformation fast and cost-effective.
* Supporting multiple Robots running 24\*7 for US & UK Based Clients independently on the virtual machines.
* Experienced in administrating the **Windows servers 2k12/2k16 family** for pre-requisites to support the Robots running codes in production.
* Monitoring of Production server’s health through **VMware and Performance analytics** to make sure hosts are up & running for Robots throughout the day.
* Strong working experience with **windows/network troubleshooting commands** to resolve the Production outages due to any specific cause.
* Deployment, Releases in lower/Pilot environment to make sure codes are all good to push in production and in case of discrepancies, follow up with Robotics Dev representatives to resolve the issue.
* Monthly **patching of Windows servers** for Recommended Microsoft/Other software patches to ensure all the vulnerabilities are good to adhere the compliance and Audit guidelines.
* Hands on Knowledge over **ITIL procedures** to follow the Incident, change & problem management.
* Working as an **Offshore Robotics Support lead** to make sure coverages are smooth and client's expectations are up to the mark to create a healthy client-contractor relationship.
* Solid knowledge over **Power-shell Scripting/CLI (Command Line Interface)** to automate multiple recurring tasks while integrating PowerShell codes and HTML for best email functionalities.
* **Backend/Frontend Monitoring**

**Platform/Database:** Windows, VMware & SQL Database

**Job Scheduling Tool:** .Net Based Orchestrator, Windows Task Scheduler.

**Ticketing Tool:** Service Now (SNOW)

* Monitoring of Pilot & Production servers to ensure health of the virtual host(s) are all good for BAU operations 24\*7.
* Ensuring the .net based web application acts as Orchestrator/Heart of RPA tool UIPATH should be up & running for smooth executions of Robots on consecutive machines.
* Ensuring the critical components for any Robots i.e., Account accessibility, Outlook Connectivity, Servers Resolution & Mailbox connectivity are up to the mark for Robots running throughout the day.
* Setting up the new Windows servers from scratch as a pre-requisite to deploy any new Robots in production along with firewall rules, network connectivity from Orchestrator server to Robot server.
* Making sure all the required applications/Websites are installed and accessible from virtual machines wherever there is no internet connectivity in Production.
* More than 30 Robots Support experience running over servers hosted in Corp (Internet Connectivity) & Core (No internet Connectivity).
* Testing of new robots in UAT phase with business, developers and drive multiple smooth cycles to make sure codes are as expected for Production live.
* Strong experience over monthly patching of Windows servers via **WSUS & Ivanti Heat** to ensure all vulnerabilities are good as per Compliance/Audit requirements.
* Solid knowledge over **Power-shell Scripting/Command line Interface** to automate daily recurring tasks.
* Beginner level knowledge of writing **complex queries and creating JOINS** for getting data from multiple tables.
* Implemented multiple innovative solutions to resolve the problems and automated ways to make sure that doesn’t re-occur.
* Adhere to find the scope of optimization on daily basis to stay connected with technologies and skills sets to upgrade.
* More than 10 automations done over Power-shell since, part of RPA support in Coforge which working like a charm and made lives easier for Client/Teams.
* Working as an Offshore lead and handling all the requirement gatherings, Coverage Requirements, Peer-to-peer knowledge transitioning, Documentation upgrades, Weekly team catch up.
* Ensuing there is a healthy environment between peers and making sure to fulfill client expectations on Priority.
* ITIL Procedures to adhere strictly and updating to whole management/business in case of major outage or Service inaccessibility.
* **Releases & Migrations**
* Performed various releases/Hot fixes in Production environment to make sure the reported issues are fixed and working as per the expectation of clients.
* Part of UIPATH migration from version 18.4 to 19.1 and successfully migrated all the components for smooth running environment.
* Migrated all the Windows 2008 servers to 2016 due to Microsoft support discontinued and made sure the environments are all good for production.
* Adhere to release processes, installation & configuration procedure.
* Added values wherever possible while automating the things and resolved monotonous stuffs.
* Recommended numerous utilities and tools to upgrade the performance of the application.

**Company: Publicis Sapient**

**Project:** Royal Bank of Scotland (RBS), Chevron, Jefferies

**Duration:** April 2019, to July 2020

**Designation:** Production Support Senior Analyst

**Business Unit:** CMRS Business

CMRS stands for Compliance Management Reporting System and is a Sapient proprietary solution, conceptualized and developed by Sapient to allow market participants to seamlessly integrate with third party trade capturing systems.

CMRS RegReport application sends required information to trade repositories like DTCC, TRAX, BOI, Trade web etc. in the accepted formats after data processing and transformation. It provides unified view of compliance across systems, asset classes and multiple jurisdiction/regulations.

**Roles & Responsibilities:**

* **Infrastructure/Application support**

**Applications:** UI based

* Experience in functional support of trades capturing system being used for compliance management.
* Hands on knowledge over **Trade Life Cycle** involving Sale, trade capture (Front office) and verification.
* Experienced in working with **Cloud service provider (Microsoft azure cloud)** offering cloud classes **IAAS (Infrastructure as a Service), PAAS(Platform as a Service).**
* Ensure Proprietary product is up & running with healthy state for BAU operations.
* Monitoring of **azure hosts (Jump servers, Production Servers)** and to ensure that all are in healthy state. In case of high Memory/CPU utilization take remedying actions.
* Hands on experience over **IBM MQ Web-Sphere** for messages in specific **format (XML & TXT)** to be delivered to destination.
* Ensure monitoring of Sender and Receiver channels/queues to be up & running and frequently getting purged to avoid any backlog.
* Monitoring of **Service Fabric Applications (Micro-services)** for smooth processing of trades in production & lower environments.
* **Backend/Frontend Monitoring**

**Platform/Database:** Microsoft Azure cloud, Windows, Service Fabric, MQ WebSphere, SQL

 Mongo DB

**Job Scheduling Tool:** Windows Task Scheduler, Service Fabric Import, Rabbit MQ, Jenkins.

**Ticketing Tool:** Service Now (SNOW)

* Monitoring of production and lower environment to make sure servers are all good for **BAU operations** and testing.
* Ensure the trades are smoothly flows from **source MQ sender to destination MQ receiver** and troubleshooting the connection issue as soon as the alert throws.
* To ensure the production application is up & running for users/client’s operations and troubleshoot any user’s access specific problems.
* Creating users with the help of Infrastructure team and adding them in ADDC for accessibility to production environment along with application.
* Strong functional experience for end-to-end testing of test and production trade flow.
* Follow up with L3, Infrastructure, DBA, Hosting team to resolve production incident without any delay and to meet SLA.
* Exposure to follow **Incident, Change & Problem management** for SLA tracker.
* Effectively tracking the Defects in the products and make sure the patches and fixes get applied in order to resolve the application performance.
* Strong experience with **PowerShell scripting** to automate the manual tasks and create HTML reports for user’s convenience.
* Experience with SQL queries, functions, monitoring of blockings, deadlocks etc. for troubleshooting the performance end to end.
* Streamlining the processes for team efficiency and documenting **SOP’s and Sods** over confluence for productivity.
* Beginner level knowledge of writing **complex queries and creating JOINS** for getting data from multiple tables.
* Monitoring of services, utilities to make sure jobs are running as expected for business-as-usual operations.
* Involving in major production activities planned from client end to process bulk production trades for corrective reporting.
* Hands on over **DR (Disaster recovery)** **Internal and ASR** and driving end to end testing of cloned environment for any immediate disasters.
* **Releases & Implementation**
* Drove various releases (Patches, Fixes) and migrations in production/pilot environment as per the requirement from Developers, implementation & clients.
* Participated in various infrastructure upgrades and changes.
* Adhere to release processes, installation & configuration procedure.
* Added values wherever possible while automating the things and resolved monotonous stuffs.
* Recommended numerous utilities and tools to upgrade the performance of the application.

**Company: NIIT Technologies Ltd.**

**Project:** SEI Investments

**Duration:** January, 2013 to March, 2019

**Designation:** Senior Systems Engineer

**Business Unit:** IMS Business

IMS stands for Investment Manager Services and is a Business unit under SEI. It provides Back, Middle & Front-office operational outsourcing solutions to Investment Managers. It supports Investment manager’s diverse business needs across multiple investment products & assets classes. It provides platforms to integrate best-in-class industry tools and technology to support.

**Roles & Responsibilities:**

* **Infrastructure/Application support**

**Applications:** Windows & UI based

* Experience in administrating **Windows/VM’s and IIS servers** from scratch to support applications.
* To ensure that applications should be up & running all the time to meet SLA.
* Hands on experience in **Installing and Configuration** of the **Windows Server roles/features and PowerShell.**
* Monitoring of **production servers (Application, Web, and Citrix)** and to ensure that all servers are in healthy state. In case of high Memory/CPU utilization take remedying actions.
* Experienced in working with **multiple OSS like Windows 2008, 2012, 2016**.
* Strong working experience with **ITIL V3 change, incident, release and problem management.**
* Experienced in Automation of administrative activities using scripting languages like **POWERSHELL**.
* Good experience in troubleshooting network related issues using **PING, TELNET, IPCONFIG and NETSTAT** commands.
* **Upgrade and Patch** all windows servers via **WSUS and Ivanti Heat Agent**.
* Hands on experience on **Active Directory domain services** and **console.**
* Working as an **Offshore lead** to handle the client requirements and to maintain the healthy environment within the team.
* Mentoring the peers and managing the workloads while splitting up and document the issues for future reference in **share-point knowledge portal**.
* **Backend/Frontend Monitoring**

**Platform/Database:** RPA(Robotics),UNIX, Windows, Citrix, Informatica, SQL

**Job Scheduling Tool:** Active Batch (Distributed Job Scheduling & Management System)

**Ticketing Tool:** BMC Magic

* Automation projects on **Robotics platform administrator** to automate the needs of business Users requirements over frontend UI.
* Setting up the windows servers from scratch to have the projects deployed and make it live in production.
* Gather the requirements from readiness documents to open any necessary firewalls for direct access to location/destination.
* Reports scheduling via **CRON tab utility** on **UNIX/Linux hosts**, batch & manual execution of extracts, editing/update in reports parameters via VI Editor, monitoring of critical reports running on the **UNIX servers** for successful completion/delivery.
* Define jobs with Pre/Post Job steps & Pre/Post dependencies on a date & time basis with the help of **Active Batch**. Specify the monitoring, alert & notification capability to ensure that jobs run properly and as expected.
* Report to **business SME’s (Mail along with call)** as per the severity of the incidents and open Bridge/WebEx call with other internal teams to resolve production issues.
* Follow up with Development team for coding related issue in RSL & KSH configured to generate the extracts on the backend.
* **Refresh of QA environment** via production checkpoint and with the help of DBA’s to provide live data to internal users for testing and other activities.
* Hands on experience of monitoring the applications via **Thick and Thin Client** to ensure the availability.
* Hands on experience on **vSphere (VMware)** to monitor the production servers/infrastructure and remote desktop protocol to connect with internal user’s machine to resolve the specific issues.
* Application, Web, Citrix servers monitoring with the help of **ASM True sight monitoring tool** and to capture the alerts for server/service outage along with disk space & high CPU utilization’s/memory usage.
* Use of **PERFMON tool** for health/stabilization and to track the processes running in the background utilizing high CPU/memory.
* Knowledge around **Informatica v9.6 Repository, manager, monitor** for extracts loading activities into Data warehouse, remediation of technical issues for ETL jobs failure along with follow up with development team to resolve the coding issue (If any).
* To track the health of the Database with the help of **Idera SQL Diagnostic manager tool** & follow up with DB Administrators to resolve production issues in expected timeline.
* Experience on **SQL server monitoring, finding slow running queries, SQL profiler, finding deadlock and running processes**.
* To resolve web applications latency and other specific issues on respective production **web servers (IIS Reset, Services Restart, kill processes utilizing higher CPU/Memory usage)**.
* Recycling of Java based application specific services along with IIS application pools.
* Core knowledge around **CITRIX XenApp** to Publish and maintain the applications, User management and Licensing.
* Use of **Active Directory domain services** for user administration.
* Automating application specific services restart on respective production servers for UI performance and to configure the automating VB Script to prevent the service & space outage.
* Direct interaction with business groups, clients to deal with their requirements.
* Incident/request management based upon the priority of the issue and to follow the procedure to provide an update to whole institution in case environment is inaccessible.
* **Releases & Implementation**
* Performed various releases and migrations in production/pilot environment as per the requirement from Developers, business & vendors.
* Participated and planned System Release cycles and schedules.
* Adhere to release processes, installation & configuration procedure.
* Contributed to maintain and improve system standards.
* Recommended innovative tools and where possible automated approaches for system administrative tasks.

**Certification and Achievements:**

* **Microsoft Azure Fundamentals** Certified
* **ITIL v3 Foundation** certified.
* **ITIL Service Strategy & ITIL Service Design** Certified.
* Received **“IMS Shining Star Award”** directlyfrom onshore client for Quality/hard work and quest for knowledge.
* Received **“Customers Choice Inspire award”** for meticulous process adherence & to establish a morning report including critical night hour’s oversight for whole IMS business/management.
* Received **“Quarterly Software Factory Award”** for Q3, 2015.
* Received **“Award of Excellence”** and made myself into the list of 3% of NIITians who receives the same.
* Received **“Coforge Inspire Award” for Q1, 2021** as automated more than 15 Innovative solutions for client to reduce the costs in a running AY.
* Back-to-back appreciations from clients for implementing new procedures in the team and to assist onshore team for workload, ensures our documentation is up to date & for working effectively with IMS business to reduce re-occurring alerts.

**Educational Qualifications**

* High school from Kendriya Vidyalaya D.L.W. Varanasi with 67%.
* Intermediate from Kendriya Vidyalaya D.L.W. Varanasi with 67%.
* Engineering graduate from Uttar Pradesh Technical University, Lucknow in Electronics and communications with 71%.

**Passport and Visa Details:**

Passport no: K9907139

Exp. date: 14/03/2023

**Personal Details**

Born on 30th March 1990, Single

**Contact Information**

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**Declaration:**

I do hereby the above information furnished is true as per my knowledge

(Vineet Kumar Pandey)