ANKUR SINGH

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SUMMARY

Techno-Functional IT Practitioner with around 13 years of experience in Automations (PAAS), Robotics & Process Automations (RPA), Application Management and ITIL Framework aligned activities with significant exposure to Service Design/Transition/Operations/Continual Improvements and related DevOps initiatives. Reasonable experience/awareness of the functional side of Investment Banking (BFSI) Sector, especially, Capital Markets, along with a good exposure to HealthCare Domain.

- Adept at understanding business problems and applying technology to formulate workable solutions in a high pressure environment
- Demonstrated capacity to identify root causes, strategically allocate resources and delegate tasks to achieve on-time, on-budget lasting resolutions' delivery
- Ability to easily grasp and put into application new ideas, concepts, methods and technologies
- Thrive in both independent and collaborative work environments
- Strong conflict resolution/liaison/mediation, analytical and interpersonal skills

TECHNICAL SKILLS

Operating Systems	:	Linux, Unix, Windows
Scripting Languages	:	Shell, Perl, Java, SQL, PL/SQL, Python, Node.js, Express, Twiml, React, Angular
Databases	:	Oracle, SQL Server, MySQL, MongoDB
Scheduling Tools	:	Cron job scheduler, Autosys, Ctrl M
Version Controls	:	Perforce, GIT
Ticketing Tools	:	JIRA, ServiceNow, IPcenter, Abacus
Monitoring Tools	:	IPcenter, Splunk, Autosys, Foglight, Nagios, Geneos, Ctrl M
Robotics & Process Automation (RPA) Tools	:	**Automation Anywhere (AA), UI Path, Blue Prism, Ipsoft 1Desk**
Server Automation Tools	:	**IPcenter (IPautomata), IPsoft One Desk (1 Desk), Jenkins, Docker, Kubernete**
Others	:	Scrum (Agile-Sprint) Trained, FIX Messaging Protocols, Networking Protocols, IBM Message Queues (IBM MQ), Batch Jobs Management, Microsoft Visio, SOAP/REST Web data services, TIBCO, Continuous Integration Tools (Teamcity, Odyssey), Fobocca, Release/ Change/ Problem/ Incident/ Deployment Management, Weblogic Middleware, Tomcat, Scrum/Agile methodology, Chef, Cloud Operations (Windows Azure), Vagrant Virtual Manager, Amazon Web Services, DMAIC, Six Sigma, Confluence, AWS, Azure, Puppet, Git

WORK EXPERIENCE

- **Dell Business Process Solutions India Pvt. Ltd. (NTT DATA), Noida**   **Jul 2017 – Present**
  Senior Advisor – Knowledge Management – Automations & Cloud Integrations

  Client: Tenet, India   *Dec 2018 – Present*
  Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management
  Domain: HealthCare
  Sub-Domain: Automations - HealthCare

  Client: Bank of Ireland (BOI), India   *July 2018 – Dec 2018*
  Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management
  Domain: BFSI
  Sub-domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)

  Client: Union Bank of Switzerland (UBS), India   *July 2017 – June 2018*
  Project: Automation/ Robotics and Process Automation (RPA) - Application/Production Management
  Domain: BFSI
  Sub-domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)

  NTT DATA Services, Inc. (www.nttdata.com) is a leading business and IT services provider and global innovation partner whose services includes consulting, application services, business process and IT outsourcing, and cloud-based solutions. NTT DATA Services is part of NTT Group, generating more than $100 billion in annual revenues, and partner to 80% of the Fortune Global 100.

‒ Manage Application/Production Support (Level1/Level2/Level3), Service Delivery and Operations, Automation SDLC (Software Development Life Cycle) and related DevOps initiatives.
‒ Integrate, configure, administer and manage Robotics & Process Automation (RPA) Tools, viz., IPCenter, UIPath, Blue Prism and Automation Anywhere (AA) with standard IT and analytical products, including ITSM & APM tools like SNOW, JIRA, App Dynamics and Splunk to deliver end to end full automation solutions
‒ Automate repetitive/structured/unstructured infrastructure/application incidents/events/manual tasks on Oracle and SQL server databases, Unix/Linux and Windows based operating systems using IPsoft's PAAS (Platform as a support) IPcenter cloud (web application) platform and other RPA tools (Automation Anywhere/UIPath/Blue Prism) for different LOBs (Line of Businesses) like GFS and it's Investment Banking Sub-Domains, viz., Secured Funding (SF), Exchange Traded Derivatives (ETD), Equity Finance (EF), Prime Services, etc..
‒ Manage IAAS (Infrastructure as a Code) and PAAS (Platform as a Support) Cloud platforms via, Cloud Virtualization, Cloud Computing, Cloud Configuration, Cloud Authentication/Access Management and Cloud Storage.
‒ Manage Network components related to Load Balancers, Firewalls, Services, Data Sources, Messaging/Fobocca/EMS Queues and Clusters for various client facing applications and their corresponding infrastructure interconnecting components like Messaging Queues, Load Balancers and Firewalls.
‒ Review systems' documentations, data/trends and recommend problems' remediation and resolutions.
‒ Resolve clients' issues through standard/internal ticketing systems, telephone reports or teleconferences.
‒ Identify and understand recurring processes that may require automations. Design and implement automations using Server Automation Tools like IPautomata, RPA Tools (viz., Automation Anywhere/UIPath/Blue Prism) and standard scripting/programming languages like Bash, Shell, Perl, Java Scripting, SQL Scripting and PowerShell Scripting.
‒ Collect and compile automation statistical reports and maintain existing automation solutions to reflect all changes in client's environments. Draft Knowledge Transfer (KT) documents, Technical Specifications, Control Documents, score cards related to automations.
‒ Perform automations' **Cost-Benefit Analysis** to deduce FTE Savings and Automations' Pipelining.
‒ Conduct Automation Governance Committee meetings and make recommendations on eliminating the human factor.
‒ Coordinate weekend or afterhours activities to support critical business initiative such as applications rollouts, infrastructure changes or disaster recovery tests etc.
‒ Collaborate on service operational reviews and produce weekly/monthly management information reports to management about service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).

▪ **Credit Suisse Services (India) Pvt. Ltd., Pune**   **Oct 2015 – Jul 2017**
Exempt Non-officer (ENO) – Production/Application Support Lead
Domain: Investment Banking (Capital Markets – Prime Services - Prime Brokerage/Prime Finance)

Credit Suisse (https://www.credit-suisse.com/in/en.html) is a global financial services company providing Private Banking & Wealth Management services, and Investment Banking services and expertise, to companies, institutions and high-net-worth clients.

‒ Manage strategic projects for a Prime Services Trade Booking Application IMF Support.
‒ Support processing of various products such as Equities, Fixed Income, Repos, Mortgage Backs and Cash Wires from Entry to Enrichment and exception management.
‒ Support new joint-ventures, re-engineer current New York Prime Services data flow to separate middle and back office systems
‒ Analyse, troubleshoot and implement application softwares and components. Collaborate on QA and code reviews in a demanding 24/7 environment. Debug complex code units i.e. Stored Procedures, Perl and Shell Scripts, AutoSys Schedules.
‒ Monitor and configure application and system level rules using Geneos. Liase with Geneos vendors for maintenance and renewal of licenses in both prod and non-prod environments. Schedule quarterly, monthly and weekly maintenance windows for geneos monitoring platform.

– Administer Strategic and Business As Usual application enhancements for projects in the areas of trade capture, exception and workflow management
– Maintain knowledge base of known defects and issues, processes and support techniques.
– Produce weekly/monthly management information reports to IT management in respect to service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).
– Supervise and enhance the performance of team in areas of customer satisfaction, technical expertise, and timeliness of support delivery.
– Integrate and release new applications/softwares' functionalities into production environments.
– Manage weekend or afterhours work to support critical business initiative such as application rollouts, infrastructure changes or disaster recovery tests etc.

▪ **Barclays Technology Centre India Pvt. Ltd., Pune**   **Jan 2015 – Aug 2015**
BA4 Analyst

Barclays (http://www.barclays.in/btci) is an international financial services provider with an extensive presence in Europe, the Americas, Africa and Asia. Barclays Technology Centre India Pvt Ltd provides end-to-end technology support to the Retail, Corporate & Investment Banking and Wealth businesses of Barclays PLC across the world.

– Provide Run The Bank (RTB) coverage to global core banking applications.
– Troubleshoot issues, lead technical investigations, support critical platforms in a demanding 24/7 environment. Debug the complex code units i.e. Stored Procedures, Perl and Shell Scripts, AutoSys Schedules.
– Perform Root Cause Analysis (RCA) of production outages for major/critical incidents and wherever possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.
– Integrate and release new applications/softwares' functionalities into production environments.
– Ensure all service acceptance and operational deliverables are developed and agreed to, prior to handover.
– Maintain knowledge base of known defects and issues, processes and support techniques.
– Coordinate weekend or afterhours activities to support critical business initiative such as applications rollouts, infrastructure changes or disaster recovery tests etc.
– Collaborate on service operational reviews and produce weekly/monthly management information reports to management about service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).
– Manage Application/Production Support, Service Delivery and Operations, Automation Testing and Deployments and DevOps initiatives.
– Monitor and configure application and system level rules using Nagios. Liase with Nagios vendors for maintenance and renewal of licenses in both prod and non-prod environments. Schedule quarterly, monthly and weekly maintenance windows for Nagios monitoring platform.

▪ **IPsoft Global Services Pvt. Ltd., Bangalore**   **Apr 2012 – Jan 2015**
Continual Service Improvement Engineer/Automation Engineer
Client: Bank of America Merrill Lynch, Hyderabad

IPsoft (http://www.ipsoft.com/) is a global, industry-leading managed services company offering a complete solution to enterprise customers for outsourcing global IT operations. IPsoft's unique (and proprietary) automation technology remediates more than half of the detected exceptions in its managed client environments. It manages its customers' systems through its worldwide Network Operations Centers located in New York City (HQ), London, Amsterdam and Bangalore.

– Automate repetitive incidents in Oracle and SQL server databases, Unix and Windows based operating systems using IPsoft's Java based PAAS IPcenter cloud (web application) platform for different LOBs (Line of Businesses) like GMRT (Global Markets and Risk Technology), GIST (Global Infrastructure Services and Tools) and GWB (Global Wholesale Banking).
– Manage IAAS (Infrastructure as a Code) and PAAS (Platform as a Support) Cloud platforms via, Cloud Virtualization, Cloud Computing, Cloud Configuration, Cloud Authentication/Access Management and Cloud Storage.
– Managing Network components related to Load Balancers, Firewalls, Services, Data Sources, Messaging/Fobocca/EMS Queues and Clusters for various client facing applications and their corresponding infrastructure interconnecting components like Messaging Queues load balancers, Firewalls and

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- Review systems' documentations, data and trends and recommend problems' remediation and resolution.
- Resolve clients' issues through internal ticketing system, telephone reports or teleconferences.
- Identify and understand recurring processes that may require automation. Design and implement automations using proprietary tool IPautomata using Bash, Shell, Perl, Java script, SQL scripts
- Collect and compile automation statistical reports and maintain existing automation solutions to reflect all changes in client's environments. Draft Knowledge Transfer (KT) documents, Technical Specifications, Control Documents, score cards related to automations.
- Configure IPautomata and IPcenter platforms for better integration with client's systems
- Conduct Automation Governance Committee meetings and make recommendations on eliminating the human factor
- Manage Application/Production Support, Service Delivery and Operations, Automation Testing and Deployments and DevOps initiatives.
- Coordinate weekend or afterhours activities to support critical business initiative such as applications rollouts, infrastructure changes or disaster recovery tests etc.
- Collaborate on service operational reviews and produce weekly/monthly management information reports to management about service levels and support activities (e.g. dashboards, rag status, SLAs, KPIs, risks/issues).

▪ **Indian Commodity Exchange Ltd. (ICEX) - Reliance, Mumbai**　　　　　**Jul 2010 – Apr 2012**
　Assistant Manager – IT

Millennium IT India　　　　　**Aug 2009 – Jul 2010**
Application Consultant – Technical Support
Client: Indian Commodity Exchange Ltd. (ICEX), Gurgaon

Indian Commodity Exchange Limited (http://www.icexindia.com/) is a screen based on-line derivatives exchange for commodities and has established a reliable, time tested, and a transparent trading platform. It has Reliance Exchangenext Ltd. as anchor investor and has MMTC Ltd., Indiabulls Financial Services Ltd., Indian Potash Ltd., KRIBHCO and IDFC among others, as its partners.

- Automate repetitive activities/reports/housekeeping using SQL, PL/SQL, Shell, Perl and Python scripting
- Ensure proper execution and monitoring of routine operational tasks, events, application servers and their replication links. Use monitoring tools such as Sysguard to configure IPs and Ports, update configuration files for various frontend modules of Exchange and rectify Failovers viz. Process/ Partition/Site using Load Balancing.
- Act as first line support (reporting/ documenting/ escalating/ following-up) for any issue or incident reported by customer or by the operations team
- Facilitate offsite support by performing SOD/ EOD activities, database backup, files collection (such as Log, Core, Binary, Tmp), deploy ear files on the Weblogic Servers for both production and test environments and other technical housekeeping tasks.
- Attend to all SLAs and commitment to customer and ensure all services are restored without compromising those commitments
- Maintain different environments (production, shadow, test, UAT etc.) for any ad-hoc testing requirements from internal teams
- Coordinate with operations/development teams for conducting operations/change management/ release management/ configuration management and with third party vendors for database backups, testing of updated and upcoming issues.
- Troubleshoot clients' messaging complaints with FIX/FAST protocols.
- Manage incidents using JIRA and Abacus ticketing tools.

▪ **Best of Breed Software Solutions Pvt. Ltd., Bangalore**　　　　　**Dec 2007 – Nov 2008**
　Application Support Executive - Finacle
　Client: Dena Bank, India

- Manage Banking Software Product Finacle (Infosys product).
- Handle projects in the BFSI Sector involving Software Implementation and Support
- Support and Customize Finacle Software for report generation, user Id creation, user rights modification, user Id transformation using Unix, Oracle 9i, SQL, PL SQL, scripting etc.
- Support banks going live on Finacle, generate weekly reports for bank's internal and external requirements
- Train and develop bank's employees on Finacle Software (Version 7.0.11) – both Web and ONS modes.

- **Roto Power Projects Pvt. Ltd., Noida** **Aug 2007 – Nov 2007**

EDUCATION

- Master of Business Administration (Finance & Marketing) **2013 - 2015**
  St. Xaviers, Hyderabad, India
- Bachelor of Engineering (B.E.) **2003 – 2007**
  St. Margaret, Delhi/NCR, India