

BIJOY CHERIAN

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Objective

To work in a challenging environment where I can enhance my skills and strengths in meeting the challenges of real life projects in line with the organizations goals and objectives.

Experience

Current Employer Details are as below:

Employer : **HCL Technologies**
Current Experience : **3 years 5 months**
Current Role : **Senior Technical Lead**
Base Location : **Chennai, India**

- 3.3 years of Lead experience as Technical analyst/Lead cum manager role for my current Flexcube Global project
- Continuously recognized in HCL for **Distinguished performance (DP) /Exceptional performance (EP)**

Past Employer Details are as below:

Employer : **Infosys Limited**
Experience : **8 years 1 month**
Role : **Technology Analyst**
Base Location : **Chennai, India**

- Continuous **CRR 1** rating in Infosys career
- **1.3 year's onshore** experience as technical analyst/acting TL coordinator in **Edinburgh(Scotland) & Amsterdam(Netherlands)** for client: NATWEST (RBS)
- **Offshore SPOC** leading a team of 7 in Maintenance and Application Production Support

Education

- B.E. Electronics and Communication from OIST College, Bhopal with 72% (2006-2010)
- XII Class from Vandana Convent School(CBSE), Guna with 84% (2006)
- X Class from Vandana Convent School(CBSE), Guna with 87% (2004)

Expertise

- Technology: IBM WebSphere transformation extender 8.4,Java, IBM MQ 7, PL/SQL, Unix Shell scripting, VB scripting
SAP Business Objects 6.5/XIR3, Geneos ITRS, Tectia, IBM UrbanCode uDeploy
- Database: Oracle 9i,10G
- Versioning Tool: CVS, SVN
- Ticketing Tool: HP Service Manager 9, ServiceNow
- Operating Systems: Windows 2000/2003/XP, Unix Solaris 8/10
- Payment Security/Encryption methods: PGP, Entrust, Btrade, Safex, Gtrust

Projects Undertaken

1.

Project	: FLEXCUBE ORACLE BANKING SUPPORT PROJECT {L2 Support}
Period	: June 2019 – present
Current Role	: Senior Technical Lead (Since Jun-2021)
Previous role	: Technical Lead (Feb 2019 – May 2021)
Team size	: 24
Technology & Tools	: Flexcube Tool, JAVA, Oracle 10G, MQ, Business Object XI R3, SVN, Geneos ITRS, Tectia, IBM UrbanCode uDeploy
Ticketing Tool	: Service Now
Client	: Citibank

Functional Summary -

Oracle Flexcube is a comprehensive solution that provides a unified back-office processing environment for Corporate, Retail and Investment Banking operations with a highly adaptable and scalable modular architecture. Oracle Flexcube is designed to offer flexibility to financial institutions for easy adaptability to market needs and also enables banks to improve their overall operational efficiency.

Oracle Flexcube is a multi-currency system built on a powerful base of flexible architecture. It is developed on Client/Server distributed architecture, which uses the Oracle or DB2 relational Database and offers unlimited freedom to the bank to choose any leading UNIX or IBM or windows-2000 hardware. A premium on-line transaction processing system efficiently services the high volume retail transactions.

Responsibilities -

- **Incident management** – Resolving all incidents/Requests within specified OLA/SLA.
- **Service Improvement** – Working on automation of Data extraction via Java which will save us hours of manual work.
- **Change Management** - Planning, Coordination, Execution of Normal changes & Emergency changes
- **Project Management** - Producing Weekly/Monthly SLA reports to Citi Management and prepare reports for Escalated Tickets with remedy actions and implementing new processes to have Team improve SLA/OLA.
- **Release management** - Coordination with Project/Testing teams to deliver the problem fixes as per project schedule
- **Knowledge transfer and Access Management** - Have created access document for this new Project and created Document / conducted Training for new Team members.

Skills –

- Presenting solution to the issues which come up due to application release or due to bug in the code.
- Working on automation of data extraction from multiple branches supported by Citibank (90+ DB servers) in one- go using JDBC driver and extract it in .CSV file.
- Business Objects (reporting tool): I work on automating most of the frequent data extraction request in BO tool.
- Responsible for yearly COB activity and involved in deployments for Flexcube product implementation on monthly basis.
- Identifying areas where service & robustness could be improved, through the detailed analysis and diagnosis of re-occurring platform and service incident
- Build a knowledge database for team members to follow for common occurring issues.
- Working at ground level for EMEA cluster and I represent any escalation raised for Non-EMEA cluster (NAM, LATAM & Loan application)

2.

Project	: S&B-IMS-EM FP (E12362) CitiDirect for Securities (CDS) {L3 Support}
Period	: Feb 2019 – May 2019
Role	: Technical Lead
Team size	: 10
Technology & Tools	: ITRS, Autosys Jobs

Ticketing Tool : ServiceNow
Client : CitiBank

Functional Summary -

CitiDirect for Securities(CDS) is a Web-Based platform that offers Custody Clearing and Investor. Reporting Operations with transaction banking, dynamic information and other online services that securities professionals use to create/monitor trades, reports, extracts and funds etc.

Have good knowledge in 6 critical applications hosted under CDS suite:

Transaction Manager: Trade creation and end to end monitoring till trade settlement.

CAIN: Enables client to view Corporate Actions & respond to them.

Funds Service Reporting: End to end reporting on investments in Funds.

Custody Reporting: End to end reporting of all custody operations.

Entitlements: Responsible for all entitlements for CDS user's.

SPE: Bidirectional hub to transmit files and messages between clients and Citi backend systems.

3.

Project : ACCESS DIRECT MAINTENANCE AND PRODUCTION SUPPORT {L3 analyst/SME}
Period : May 2011 – Jan 2019
Role : Technology Analyst
Team size : 7
Technology & Tools : WTX, Oracle, MQ, Business Object XI R3, JAVA, SVN
Ticketing Tool : HP Service Manager 9, ServiceNow
Client : The Royal Bank of Scotland Group

Functional Summary -

Access direct is an electronic banking solution for straight through, direct, secure and fast access to NATWEST (RBS) worldwide capabilities. Access direct establishes a direct link between the customer's cash management applications and the NATWEST (RBS) network. This application is designed and implemented to support large volume of information being exchanged between NATWEST (RBS) customers, NATWEST (RBS) applications and NATWEST (RBS) partner banks in a secure and fast manner.

Technical Layout -

The core of the application is handled by WTX (using launchers), Web sphere MQ and Oracle database deployed on Solaris machines. Client reporting functionality is dealt with the help of SAP Business Objects. A User Interface based on java and jsp is there for monitoring the payments and other transactions.

Responsibilities -

- **Incident management** - Resolving high severity incidents with improved turnaround time, handling recovery calls
- **Problem Management** - Root Cause Analysis, Development, Testing with low/zero defect injection rate
- **Service Improvement** - Code Optimization and Automation of manual processes to save recurring cost
- **Change Management** - Planning, Testing, Coordination, Execution of Normal/Emergency changes
- **Project Management** - Producing Weekly/Monthly Service Review reports, Metrics reports, Service Delivery reports, Business Value Articulation report from quality perspective
- **Direct interaction with Client** - Delivering business requirements on time with improved customer satisfaction
- **Release management** - Coordination with Project/Testing teams to deliver the problem fixes as per project schedule
- **Knowledge transfer and tracking** - Arranging KM sessions to improve overall knowledge level of the team
- **Onsite Co-ordination** - Playing Acting Lead role in 7 member's team.

Skills –

- WTX Design Studio (version 8.0, 8.2, 8.4) including Type Trees, Map (map designer), systems (integration flow designer), mdq files (Database Interface Designer), Launchers – maintenance

- PL/SQL – analysis and tuning of oracle queries, complex procedures and functions
- Web sphere MQ – working knowledge of MQ communication
- Business Objects (reporting tool) – Development and deployment of new reports and universe, scheduling of reports
- Working knowledge of data exchange formats like EDIFACT, ISO XML and other formats like PEXR, NORMA etc.
- Knowledge of various payment types, payment encryption/securities like PGP, Btrade, Safex widely used in banking domain

Training

- 6 months training (Dec'10 till May'11) in Infosys Limited, Mysore on Java, Oracle & Unix programming along with hands-on

Certifications

- ITIL® 2011 Foundation– June 2018
- Completed Internal Infosys Training in MEAN stack course (Mongo DB, Express, Angular 6, Node JS) – Aug 2018
- Completed Internal Infosys Training in J-query, Advanced JavaScript (ES6) – Oct 2019
- Completed Internal HCL certifications: Information Technology ServiceManagement 2.0 & various Mandatory Technical exams – Apr 2020

Achievements

- Awarded **INSTA award** in Infosys Limited for exceptional performer multiple times.
- Awarded LOV award in NATWEST (RBS) twice for providing solution where the knowledge was not available within Team & for fixing complex defect with a workaround.
- Delivered various Zero-distance program which saved annual recurring cost of 80K USD for the client (Infosys)
- Received multiple Client appreciations for handling critical issues through Engagement level feedbacks (HCL)
- Received various appreciation for carrying out automation for flexcube Team so that Ops/ finance can collect data request from BO tool instead of Team giving them data manually. Currently there is reduction of 40-60 tickets per week .

Strengths

- Leadership qualities & *solution oriented mindset*
- Team player and individual contributor
- Excellent communication skills & stakeholder management
- Ability to adapt quickly in new environment
- Quick learner, hard worker

Personal Vitae

Date of Birth : August 11, 1988
Age : 33
Sex : Male
Marital Status : Married
Languages known : English, Malayalam, Hindi, Tamil, Japanese(Learner)
Permanent Address : A-20, Vindhyachal Colony, Behind Vishal Bhawan, A.B. Road, Guna, MP (473001)