## MAHENDRA SINGH

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**Career Objective**

Work as a professional to build innovative, efficient and flexible solutions for business problems to help clients adapt to the changing business scenarios effectively and be market leaders in Industry. Highly motivated and currently seeking a challenging position, where my problem solving, analytical and technical skills are utilized to build successful solutions for clients and users.

**Professional Summary**

* Presently working as, Senior Staff Engineer in Nagarro Software Pvt Ltd and total experience 7.8 approx. in IT Support & Capital markets.
* ITIL Certified, Expertise in Incident Management, ITIL process, Problem management, change management, Deployment management, Service Now tool, handling Wealth Management domain (Banking) applications support with extensive production Support for the Client Organizations like Morgan Stanley US.
* Strong ability to communicate clearly and appropriately with executive and management level business partners, non-technical end users, technical subject matter experts and vendors.
* Results oriented professional, energized by challenge, 6 years of progressive experience in Blue chip IT companies and Investment Banks with Techno Functional role as **Functional** **Analyst, Business Intelligence – Application Maintenance and Support in Capital Markets Domain** with day to day application of **Derivatives**, **Equities**, **Fixed Income,** **Foreign Exchange** and Other Asset classes.
* Good understanding of complete Trade flow life cycle.
* Good Experience in Portfolio Management / Fund Accounting.
* Strong in networking and maintaining good relations with clients and vendors.
* Ability to determine client needs and provide resolutions
* Mentored and guided employees ensuring all were trained in product knowledge and capable of performing assigned duties
* Supervised 8 team members and oversaw Business and operational processes
* Adept in Business Analysis, Data Analysis, Data Modeling, Requirement Gathering and Reporting.
* Worked on analyzing data warehousing needs, identifying relational databases and coordinating the modeling (Data marts Designing and Configuration)
* Work Exposure with leading banks like:
* **Credit Agricola Corporate Investment bank**
* **Morgan Stanley**
* Excellent Inter-personal, Analytical, Problem solving skills and a motivated team player.
* Attended & conducted several customers/partners trainings, presentations & seminars.
* Ability to effectively oversee staff and prepare effective staffing schedules

 **Experience**

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| --- | --- | --- |
| **Current Organization** | **Designation** | **Duration**  |
| **Nagarro**  | **Senior Staff Engineer**  | **Sep-20 to Present**  |
| **Genpact Headstrong Capital Market** | **Lead Consultant** | **Aug-18 to Aug 20** |
| **Infosys Ltd**  | **Sr. Systems Engineer** | **Feb 2014 to Aug-18** |
| **Rockwell Automation Pvt Ltd** | **Software Engineer** | **Feb 2013 – Jan 2014** |

**Educational Experience**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Examination** | **College/School** | **Board/University** | **Year of Passing** | **Percentage** |
| **B.Tech (EE)** | **Noida Institute of Egg & Technology** | **UPTU** | **2012** | **70.00** |

**Technical Skills**

* **Operating System:** Rh-Linux 5/6, Windows 2k3/2k8/2k12 Server.
* Domain: **Money Market/Capital Market / Wealth Management**
* **Skills:** UNIX, SQL, L3 Production Support, ITIL Certified, Autosys Scheduling.
* **Utilities and Tools:** Service Now, Control-M Automation Workflow, Callitrack, Muse, IBM Data Studio, MS Visio, TOAD, Putty, UNIX, Splunk, HP-ALM, Check Nanny Monitoring tool, REACT Testing tool, Team Viewer, Basic Mainframe.
* **Technical Expertise:** Jenkins, Chef
* Good Knowledge about Incident Management, ITIL process, Problem management, Change management, Deployment management, Production support, SharePoint, Wealth Management Domain (Banking) and online stores.

### Projects worked Summary

# Nagarro

* **Job Specification for client – AMWAY Thailand & Indonesia Sep 2020– Present**

Amway is an American multi-level marketing company that sells health, beauty, and home care products.

**Designation – Release Manager + Support Manager: Team size: 40**

* Customer service mindset and ability to manage challenging situations.
* Ability to manage multiple concurrent activities with time constraints.
* Strong Commitment and ownership sense
* Strong organizational skills and ability to negotiate and maintain priority.
* Strong professional written, verbal, analytical and interpersonal skills and ability to communicate at all levels.
* Strong troubleshooting skills
* Service delivery, Incident management, Problem management, Change management, Continuous service improvement, Team management, ITSM tool, Application support, Programming language, Database knowledge, Escalation management, Proposal writing, MIS reporting, Project management tools knowledge, Presentation skills
* Understanding of core business processes such as order to cash, procure to pay, or finance is a plus

# Genpact Headstrong Capital Market

## Job Specification for client – CA-CIB France August 2018

CréditAgricole CIB is the Corporate and Investment Banking arm of the CréditAgricole Group, the world's n°13 bank measured by Tier One Capital (The Banker, July 2017).

**Designation – Release Manager + Support Manager: Team size: 40**

* Working as Release Manager for CA-CIB to provide secure and reliable application to client.
* Working on KONDOR application, involved in maintenance release, analysis issue releated to PNL and handling P1/P2 tickets on bridge calls with different team to find the root cause analysis.
* Coordinated activities by change management, business continuation, vendor management and problem management for return to service and problem mitigation and assure 24/7 service availability.
* Financial Instruments in Kondor+: Call Accounts, Bonds, Loan Deposits, Fx swaps, Forwards, Repos, Paper-Cd’s, IRS, Fixed-Income.
* Handling multiple Front Office/Middle Office Applications in terms of Support & Enhancements.
* Investigate and analyze complex issues faced by the users in day to day trading, both from functional and technical perspective.
* PNL and Sensitivities Report Generation for all underlying asset classes.
* Handling Market data flow from source system until back-office system
* Modules like Risk catcher and Flash Reports to analyze Current Profit/Loss along with Future forecasting.
* Understanding of Deal flow from Trade ordering till Settlements via STP’s.
* Ensure Quality control on new developments/enhancements and organize UAT
* Involved in writing complex SQL Queries to fetch data logically from Core tables which is used for Client Reporting
* Managed in-person over-the-phone and email inquiries in a timely manner.
* Be able to communicate effectively and translate business requirements into technical deliverables
* Determined client needs and offered customized solutions.
* Ensured that all bank transactions remained confidential.
* Coordinate with stake holders of different LBU’s based on the business plan
* Technology used: Sybase 15 –ASE tools, DB Visualizer, UNIX, SQL/PLSQL

# Infosys Ltd.

## Job Specification for client – Tesco (UK) May 2017 – July-2018

Tesco is a British multinational groceries and general merchandise. Tesco confirmed in April 2013 that it was pulling out of the US market (Fresh & Easy Stores), at a reported cost of £1.2 billion. In September 2013.

**Designation – Risk Analyst (on call support): Team size: 5**

* Working as Risk Analyst for Tesco to provide secure and reliable application to client.
* Involved in patching/Tagging for window servers through chef.
* Involved in handling P1/P2 tickets on bridge calls with different team to find the root cause analysis.
* Coordinated activities by change management, business continuation, vendor management and problem management for return to service and problem mitigation and assure 24/7 service availability.
* Effective and rapid response to major incidents, also chair all major incident and operation review meetings & technical bridges further develop and maintain the service management process.
* Shared leadership responsibilities in Project Management Life Cycle (PMLC) in document consolidation exercise among the team including different tasks identified.
* Participate in Discovery sessions to discover the requirements and design solutions along with **impact analysis**.
* Participate in Go-Live plans creation/discussion to reduce the down times effectively.
* Work on production incidents; analyze logs to fix the issues and month.
* Support performance tests.
* Involved in direct communication with clients especially during Go-Lives and Post Go-Live.
* Responsible for delivering knowledge transfer (**Appdynamics/Splunk/Jenkins/Chef**) to new joiners.
* Handling SRT calls with Onsite and different other technical teams including vendors in case of Production Outage.
* Handling RFC’s for different environments like Stage, Production and Training for any urgent or periodical change as part of Change management and discussing the same in CAB and ECAB meetings.
* Deployment of GEO IP files in Dev, Test, Stage, Production and Training environments as part of the Deployment management.
* Creating scripts in Unix for fetching the required data as part of Ad hoc requests from clients and business.
* Debugging the logs for troubleshooting the issue and providing timely response to end users.

# Infosys Ltd.

## Job Specification for BFSI client – Morgan Stanley (US) Oct 2014 – April 2017

**Morgan Stanley** is an American multinational financial services corporation headquartered in New York City. It provides securities product and services to customers, including corporations, governments and financial institutions.

**Designation – Application Security Analyst: Team size: 15 (3 Onshore + 12 Offshore)**

* Proactively involved in L3 Support/maintenance and business availability of the various Morgan Stanley banking applications based on java/.net platform.
* Analysis of buy-side Investment Management reports and their conversion into specified excel template
* Analysis of Positions, Transactions, Performance and other types of data from sources like Fact set, Bloomberg, Bony Mellon, GDR of MSIM etc
* Creation of Data Dictionary containing unique elements used across reports.
* Creation of detailed artifact that includes Markups, Mapping Documents, Functional Specifications and information related to Non-Functional Requirements for all the mentioned 1200 reports to the client
* Application of Derivatives, Equities, Fixed Income and Foreign Exchange knowledge
* Handling the (Critical, High) priorities Incidents with the Morgan Stanley’s end users and its business users as well.
* Monitored the effectiveness of incident management and suggested recommendations for improvement.
* A primary objective was to prevent Incidents from happening, and to minimize the impact of Incidents that cannot be prevented, to this purpose was maintaining information about Known Errors and Workarounds.
* Working with Different Development teams for the best possible and early resolution of high priority incidents in order to restore the application/server back to normal state to reduce the business impact.
* Well versed with the Incident tracking tool (Service Now) and generating reports related to the incidents in Service Now as per the requirement.
* Handling Bridge calls, coordinating with multiple teams, meeting goals under SLA.
* Have also prepared weekly status reports, audit reports and technical specification documents.
* Coordinating with Development teams in the root cause analysis of the incidents, tracing and removing the errors to prevent the same type incidents occurring again and thus minimizing the number of Incidents.
* Data validation by running SQL queries in DB2, analyzing it and logging application functionality issues as bug and creating Defect for same in ALM for development teams and creating problem tickets in Service Now as part of the Problem management process.
* Worked on Trend analysis to reduce the Incidents count by documentation of the known issues with workaround and transition it to the L1 teams and thus creating more bandwidth for L2/L3 teams to work on more critical and High Priority incidents.
* Building up a very strong customer support and communication structure.
* Working on fixing application functionality issues with the backend remediation team involving normal/urgent change or data update as part of the Change management process.
* Promote and deploy the application code for UAT/QA in UNIX as per service request raised in TCM i.e. Technology change management.
* Well versed with the Incident Prioritization Matrix and following the same as standard in handling the Incidents.
* Handling Incidents Escalations as well based on escalation levels like Hierarchal and functional.
* Audited major service interruption tickets for appropriate prioritization, technical and business domain accuracy, and service level metrics.
* Good understanding of Incident Management Interfaces like Service desk, configuration management, problem management, change management and service level management.
* Coordinating with other teams for higher productivity by reducing any unplanned incidents caused and creating the ability to resolve the same more quickly through recorded known errors and workarounds.
* Coordinated activities by change management, business continuation, vendor management and problem management for return to service and problem mitigation and assure 24/7 service availability.
* Good knowledge of ITIL process and Incident management workflows standard.
* Incident Management: Analyzing and trouble shooting incidents/defects reported by user and providing resolution within the SLA, this includes application log analysis, DB data analysis, patch installation and java code debugging.
* Problem Management: Identifying recurring issues, analyzing these issues and proposing permanent solutions.
* Change Management: Creating regular and emergency change request tickets as per details from Dev. Arranging business approvals after provided the information on changes.
* Responsible to achieve the best results, discussing and tracking the team goals, having an individual interaction with the other team members in, SN request, Incidents.
* Proactively monitor & resolve all the P1/P2/P3 tickets in our queue by using various applications.
* Assessed, planned Change Management process. Represented weekly Change Advisory Board (CAB) meeting and facilitated stakeholder analysis & impact assessment.
* Notify the upstream/downstream teams for any planned/unplanned outage in Production environment.
* Monitoring service availability and analyzing response and resolution times; Mean Time to Restore (MTTR).
* Delivering presentations and training the new hires on Incident, problem and change management process.
* Shared leadership responsibilities in Project Management Life Cycle (PMLC) in document consolidation exercise among the team including different tasks identified.
* Act as the key point of contact for the client on all matters relating to change management, facilitated meetings as appropriate and ensures all relevant documentation is available at client meetings.

# Rockwell Automation Pvt ltd.

**Rockwell Automation Pvt Ltd-** is an American provider of industrial automation and information products. Brands include Allen-Bradley and Rockwell Software.

**Designation – Jr. Engineer-Product Support at Rockwell Automation size: 6 Offshore**

**Job Specification Feb.2013– Jan.2014**

* Installing Oracle 11g on standalone machines.
* SQL Service Pack upgrades
* Database Health Checks
* Capacity reporting - Monitoring and reporting (Weekly and monthly) on system performance (CPU, Memory, Space) – Involves data collection through automated jobs, compilation and formatting the data in excel
* Implemented database alerts and collecting statistics through scripts
* Standby/DR Database creations and administration
* Monitor all Dev/Test/Prod databases
* Up gradation and migration of databases
* Performance, Disk usage, Server Health
* Pro-actively providing recommendations on database performance improvement and implementing them

**PERSONAL DETAILS**

**Father’s Name:** Mr. Bhuresingh **Permanent Address:** Noida, UP-201301

**Gender:** Male

Pan**No:** CMXPS0769P

**Passport No:** M0971007

**Languages Known:** English (US), Hindi

I hereby declare that the above information is true to the best of my knowledge.

**Place:** Noida UP (Mahendra Singh)