**Sonam Changhotra**

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**Objective**

Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which help me to explore myself fully and realize my potential willing to work as key player in challenging and creative environment.

**Roles and Responsibilities**

Previous Role: Server Monitoring on Linux and Mainframe

**Role Responsibilities**

Having experience on production environment.

Operations analyst on Investment Banking for stock exchange data products and detecting the defects on Mainframe jobs and on live Unix Servers.

**Technical Skills**

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| --- | --- |
| **Software** | Vb, vb.net, MySql, Oracle, SQL |
| **Hardware** | Understanding of basic networking. |
| **Tools** | Incident management, SBM & MAXIMO (Ticketing tool), Control- M, Mainframe, Job Scheduler, monitoring tools of production environment , CITRIX published desktop |
| **Methods** | Waterfall method, Brain Storming, Real-time Data Analytics |
| **Domain Experience** | I have working experience of production operations on Investment Banking for stock exchange data products. I am always ready to learn new domain to improve my skills. |
| **Management Experience** | Learning and teaching skills, leadership. |
| **Business Development** | I have contributed in for optimizing the process by real time troubleshooting on various parts of production environment. Maintaining and enhancing clients / relationships and provide exceptional technical service and problem solving. |

**Work Experience Summary**

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| --- | --- |
| **Customer** | **Sears IT and Management** |
| **Role** | Production Operations Team (Mainframe, Control-M) / Service Managers (Incident management), Automation Scheduling in Control-M. |
| **Period** | 29/04/2019 to 3/06/2020 – 1 Year 1 Months |
| **Technical Skills** | Control- M, Mainframe, Job Scheduler, monitoring tools of production environment, also Incident management for Service manager role, Automation, scheduling. |
| **Description** | Worked as a Senior Technical Engineer which includes working on issues on mainframe and Control- M. |

**TCS Experience Summary**

|  |  |
| --- | --- |
| **Customer** | **DNB (Denos Norway Bank)** |
| **Role** | Project Management Officer |
| **Period** | 1 April 17 till date |
| **Technical Skills** | Handling PMO Onsite activities |
| **Description** | Dealing with Onsite PMO management role.  |

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| --- | --- |
| **Customer** | **Royal Bank Of Canada** |
| **Role** | SQL Database Admin on Applications |
| **Period** | 20/08/2016  |
| **Technical Skills** | Working on Applications Accesses for Bank. |

|  |  |
| --- | --- |
| **Description** | Managing Application Access on 50 Applications of bank with the help of Linux and SQL. |

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| --- | --- |
| **Customer** | **Interactive Data Corporation** |
| **Role** | UK Production Operations Team |
| **Period** | 15/06/2015 to 12/08/2016 - 14.13 Months |
| **Technical Skills** | Incident management, SBM & MAXIMO & making OIR (Ticketing tool),Control- M , mainframe , Job Scheduler ,monitoring tools of production environment , CITRIX published desktop |
| **Description** | Worked as a Technical Support Engineer which includes working on Severity issues for various applications after working on it, reporting the same to the respective teams.  |

**Previous Experience Summary**

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| --- | --- |
| **Organization**  | **Mphasis Ltd** |
| **Customer** | Bank of America |
| **Role** | Technical Support Engineer |
| **Period** | 25/09/2013 to 03/03/2015 - 17.47 Months |
| **Technical Skills** |  OUTLOOK issues (Creating new profiles, Configuring outlook, Creating PST, etc.)Trouble shooting on basic ACTIVE DIRECTORY issues. Verifying the Network Down / Server down Issues & creating severity 1 tickets & following up with Command Center Operations.Troubleshooting & Managing HP Dispatch & Onsite Support Team Tickets.Handling BLACKBERRY ISSUES (Enterprise Activation, Device password reset, Instant Messaging)Worked on CITRIX published desktop, Ticketing Tool: MAXIMOSupported and installed Windows (updates, patches, fixes) and other Banking applications |
| **Description** | Worked as a Technical Support Engineer which includes working on Severity issues for various applications and reporting the same to the respective teams. Maintaining and enhancing clients / relationships and provide exceptional technical service and problem solving.Remote desktop troubleshooting on PC issues, Password issues, Account Lockout Issues, Banking Applications & updating Patches as Required. |

**Experience Details**

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| --- | --- |
| **TCS Experience** | 3 YEAR(S) 5 MONTHS |
| **Sears Experience** | 1 Year 1 month |
| **Prev. Experience** | 1 YEAR(S),6 MONTH(S) |
| **Total Experience** | 6.5 YEARS |

**Certifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Version** | **Acquired On** | **Expires On** |
| ITIL 2011 WBTs - PM E1 | 1 | 18/07/2016 | - |
| Service Management (ITIL) | 1 | 18/07/2016 | - |

|  |  |  |  |
| --- | --- | --- | --- |
| Agile | 1 | 08/01/17 | - |

**Personal Details:**

DOB = 02.06.1991

Completed Graduation in 2013 with 78%.

MBA in HRIS (Human Resource Information System)

I hereby declare that all the information are correct to my knowledge.

Thank You

Sonam Changhotra