



AKSHAY JAIN

ABOUT ME

Result oriented an innovative senior software engineer with 5 years of experience. Easily communicate complex technical requirements to non-technical stakeholders.



Senior Software Engineer

Chennai, India



PERSONAL INFO

BIRTH DATE

27 March 1993

NATIONALITY

INDIAN

YEARS OF EXPERIENCE

5 YEARS



CONTACT INFO

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LANGUAGES

Hindi

English

Tamil



HOBBIES



ROLES AND RESPONSIBILITIES:

Hands on experience in handling AWS request.

Handling different lines of services with SLA. Communicate all unplanned/emergency outages to end users, customers, management using defined protocols. Updating Technical run books, Known Error Database and Standard Operating Procedure documents.

Respond to all users, Internal upstream/downstream, Application Development team Queries using Service manager/Incident management tools and Emails.

Supports ON CALL based on 24/7 shift rotation.

Work with multiple source streams outside of chase for source input file.

Take run-book based action for all application related failures.

Incident Escalation and Progress Monitoring.

Analysing error logs and escalating to appropriate AD Team/L2/L3 Team.

Create, assign, track and resolve Incident Tickets for all Failures.

Creating & troubleshooting REST & FIM credentials based on user's request.

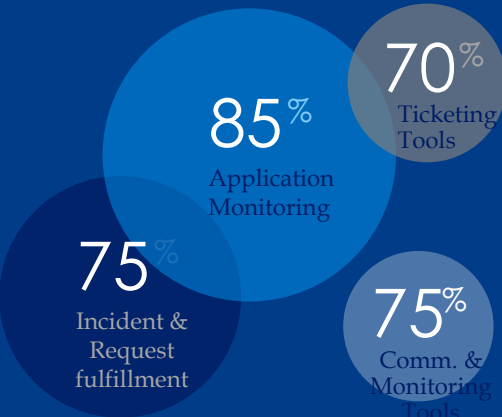
Cancelling and resubmitting the dot net batch based on ad hoc request.



CAREER TIMELINE



EXPERTISE



SKILLS

SALESFORCE, SMAX & JIRA

LINUX, SQL

OPERATING SYS. (windows)

APP DYNAMICS, CHECK_MK

PUTTY, AC DESKTOP, REVEAL