**SIDDHANT** SOURAV

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5+ years of experience in **ORACLE SQL PL/SQL, AWS Cloud Console management and UNIX worked as TECHNICAL CONSULTANT for Astrid (AWS Cloud Project) in Broadridge Bangalore. Managed a support team and coordinated with several business partner towards successful customer satisfaction and service in banking domain project. AWS Cloud Certified.**

# EXPERIENCE

**NOV 2020 TILL PRESENT**

**TECHNICAL CONSULTANT**, **Broadridge Financial Services India Ltd, Bangalore**

Working on Astrid Implementation (BAML and UBS client) and Gloss Implementation. Working on AWS console Cloud, DevOps, Python, SQL, PLSQL, ORACLE, Implementation, Splunk, Geneos, ITSM, BMC Remedy, Citrix, Java, Jenkins, Apache Tomcat, UNIX, microservices, ETL, Data Warehouse, MicroStrategy Reporting, Talend, MS SQL Server, Docker, EC2,Kubernetes and Gitlab.

5 + years of experience in BFSI domain - IT Product Implementation & Support space.
• Strong leadership & interpersonal skills. IT Service Delivery management & People Management experience.
Exp in delivering large scale projects in complex matrix environment.
Have strong expertise in Incident, problem & change management.
• Managed transition projects by moving IT support, implementation teams from 3rd party to captive units & from other countries to India captives.
Have experience in setting up offshore onshore support model, seeding, scaling & managing implementation, support teams.
• Knowledge of best practices process framework like Agile, Lean, ITIL. Domain expertise in Investment, Retail Core Banking, Payment, Cash management.
• Managing B2B financial product implementation projects in an agile env. Astrid - Payment, Cash management, Retail Core Banking; GLOSS - Post Trade Settlement.

Focus Area:
• Effective coordination across teams to prioritize & deliver IT services.
• Stakeholder & client management
• Escalation management
• Identifying and implementing process improvements
• Building & managing highly effective cross functional teams.

## APRIL 2019 – OCT 2020

**TECHNICAL ANALYST,** ORACLE

Worked on SQL UNIX in OFSAA application with banking several clients. Worked as level 1/2 support of tracking, supporting and managing of all incoming support calls in My Oracle Support (MOS) Day to day activity was installation, patch deployment, configuration, support management and upgradation. Experience in PL/SQL coding, Application Server Weblogic/WAS, AWR ADDM reports. Triaging, debugging and design along with patch/defect fixing during UAT and SIT. Worked in Regulatory Capital and Financial Crime and Complaint Management team. Worked in QA Functional area also

## OCT 2017 – JUNE 2018

**CONSULTANT,** TIME INC. INDIA

Worked in banking domain on MICROSTRATEGY, SQL PLSQL Programming, configuring, installing and supporting. Worked on Agile and Scrum Waterfall Model (SDLC). Performance tuning, SQL Optimization. Experience in installation and upgradation

## MAR 2016 – MAY 2017

**DATABASE DEVLEOPER,** MINDGATE SOLUTIONS PVT LTD

Worked in UPI and BPCL (Bharat Petroleum Corp. Ltd) on SQL PLSQL Programming, SQL Queries also worked on Regression, UAT and system testing.

## AUG 2013 – JULY 2014

**CONTRACT ASSIGNEE,** CMC LTD

Worked in Treasury Dept. (Govt. of Karnataka) SQL PLSQL

AUG 2013 – DEC 2013

TRAINING, CMC LTD BANGALORE

# EDUCATION

## MAY 2013

**B. TECH,** ITER BHUBANESWAR

B. TECH in Computer Science & Engineering with 7.7 CGPA

# SKILLS

* Oracle SQL PLSQL MS SQL database  DATA WAREHOUSE & ETL
* UNIX  Performance tuning and SQL optimization
* Testing (Load Testing, Regression testing, Unit  SQL Tuning and Data Modelling testing and Functional Testing)  Networking

# ACTIVITIES

* In production support on Oracle PL/SQL, **SQL**, and UNIX and worked on performance tuning and reports such as AWR, ASH, ADDM and Oracle Enterprise manager.
* Good knowledge of Oracle Cloud Infrastructure, Server Operating System.
* Worked on Oracle 10g, 11g and 12c version and I have experience in another database as well such as Microsoft SQL Server.
* Worked on Toad, SQL Developer and ITIL process like Incident Management, Problem Management and Change Management.
* Worked on SQL Queries such as JOINS, ANALYTICAL, AGGREGATE FUNCTIONS, SET OPERATORS,

SUBQUERIES, DYNAMIC SQL, List Aggregate, Distinct, Clustering, MS SQL SERVER, and PERFORMANCE TUNING.

* Extensive database programming experience in writing stored procedures, Views, Functions, Constraints, Cursor Exception Handling, and Indexes using various DDL and DML complex high-level queries and Database Design.
* Exposure to Ticketing Management Tool – Jira and Confluence.
* Experience in ETL design, data Mapping, processing large volume of data, Query Optimization, Data warehouse Architecture and SQL complex queries.
* Have experience in DATA MODELLING, DATA MART, DATA WAREHOUSE, FACT TABLE, DIMENSION TABLE, OLTP, OLAP, Slowly Changing Dimension and Star & Snowflake SCHEMA, Dimensional Modelling, ETL.
* Shift handling capacity 24\*7 and working in rotational shift
* Support multiple clients on different Database (Oracle and SQL Server)
* Team member who is flexible, reliable, and adaptable in dynamic environment.
* Data mapping from one or source system to destination using ETL and Data Warehouse Architecture.
* Used to Design the database using Normalization and make sure there is no redundancy.
* We Follow SDLC and Agile Methodology (Scrum meeting).
* Responds to all incoming calls, from both external and internal customers and monitor work queues for exceptions, new Service Request SRs and transfers.
* Work with managers and other internal resources to facilitate the resolution of customer issues and resolve assigned SRs.
* Responds quickly to customer requests for escalations by using documented escalation process.
* Knowledge of Flexcube and experience in User accepting testing, Integration, System, Smoke testing and knowledge of Bug Cycle and Automation testing along with load testing.
* Operating System, Active Director and other server roles, Hardware and associated Diagnostics, TCP/ IP, DNS, SMTP, and HTTP/HTTPS, SSL
* Managing cross functional teams for financial product implementation projects. Internal, external stakeholder management, prioritization of deliveries, escalation management, resourcing, service improvement.

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