

DevendraVanshi kumar Jaiswar
Team Leader (Production Support)

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Production Support Team Leader with more than **8 years** of experience in production support process.
Involved in SQL support process, manual product testing, deployment of new CR's on production and handling business user queries.

Professional Summary

- Excellent **SQL skills** with strong ability to **debug issues** and fix it On-site.
- Good organizational skills with the ability to **prioritize, multi task** and **meet deadline**.
- Good **communication**, interpersonal skills with strong relationship, collaborative and **organizational skills**.
- Communicate effectively with business users, technical colleagues and other support team.
- Well know to concepts of **SSRS** from creating, editing as per user the requirement and deploying on production.
- Excellent computer skills with working knowledge of **Excel, CSV and Word**.
- Good knowledge in **Group Insurance domain**.
- Have worked on defect tracking tool, **Zoho**.
- Assisting Testing team and performed pre-prod testing, analyzing Text Result, Writing test scenarios/Test Cases, Text Execution, Defect and Bug discovery and Reporting defects.

Organizations

Designation : Team Leader (Production Support) L2 / L3
Employer : Dev-software & Services Private Ltd.
Date of employment: Jul, 1st 2017- Till Date
Project : 1. AshimaLife (Group Insurance)

Designation : Production Support Engineer L1 / L2
Employer : Dev-software & Services Private Ltd.
Date of employment: Dec, 15th 2014- Jul, 1st 2017
Project : 2. AshimaLife (Group Insurance)

Designation : Application Support Engineer L1 / L2
Employer : Busisoft InfoTech India Pvt Ltd.
Date of employment: Jul, 01th 2013- Dec, 10th 2014
Project : 3. Expression (Courier Management Software)

Work Experience

Designation : **Team Leader (Production Support) L2 / L3**
Employer : Dev-software & Services Private Ltd.
Date of employment: Jul, 1st 2017- Till Date
Project : 1. AshimaLife (Group Insurance)

Project Description

AshimaLife is a core application to manage the Group Life Insurance business effectively by well defined processes and modules. The application is developed on dot Net Framework, ASP and MS SQL Server.

This system is able to perform processes like create quotation, policy issuance, underwriting, billing, premium collection and agent management. **AshimaLife** also helps to perform Mid Joiners, Mid leavers, claim, Surrender and all Ulip transactions and unitization at day end. AshimaLife has products like Term, Ulip, and Endowment which can be effectively manage in system and user is able to view the transaction reports at any time.

Responsibilities

- Leading and mentor team to ensue smooth adoption of changes to software and support processes.
- Facilitate the hand-off of new release functionality from the development team to the Production Support team
- Lead Production Support team members through the analysis, root cause and remediation of tickets
- Ensure all work effort is documented in Zoho/Service Desk and remains current through closure
- Facilitate weekly/monthly presentations with Management to explain the health (reliability, availability) of the application
- Creating & editing SSRS reports, SSIS packages, SQL procedures, view, triggers and all DML – DDL queries.
- Provide 24*7 on call support
- Good knowledge in Group Insurance domain.
- Organizing and attending daily meeting calls over voice/video call with team members.

Designation : **Production Support Engineer L1 / L2**
Employer : Dev-software & Services Private Ltd.
Date of employment: Dec, 15th 2014- Jul, 1st 2017
Project : 2. AshimaLife (Group Insurance)

Responsibilities

- Communicating with end user and logging issue in defect tracking tool.
- Analyzing and debugging the issue to fix it within TAT.
- Basic pre-prod testing, preparing Text scenarios and test cases.
- Provide Production Support in terms of incident management :

Identifying issues, reporting incidents, escalations, troubleshooting, problem resolution in a timely manner, and post implementation reviews

- Sending daily calls status to Team lead and PM.
- Co-ordinating with development team and other teams for any kind system issue.
- Assigning open tickets to team members and help them for closure.
- Patch deployment on production.
- Attending daily meeting organized by team lead or PM.
- Providing training to new Joiners.

Designation : **Application Support Engineer L1 / L2**
Employer : Busisoft InfoTech India Pvt Ltd.
Date of employment: Aug, 01th 2013- Dec, 10th 2014
Project : 3. Expression (Courier Management Software)

Project Description

Expression is a core application developed to drive the courier management process and tracking shipment. It is developed in VB and SQL Server. System is having various option like, define rates, calculate shipment charges, generate invoices & tracking shipment etc. Expression system uses crystal report to generate invoice and uses ms sql server for database management. Courier companies can easily calculate shipment charges and feed tracking status in system and provide invoice to customer.

Responsibilities

- Attending end user queries over call/email and reporting issue in defect tracking tool.
- Co-ordinating with development team and other teams for any open issue regarding system.
- Understanding user queries and analyzing issues to share with development team for closure of issues in a timely manner
- Application / SQL Server installation and maintenance of software
- Creating and editing Crystal reports as per client request.
- Good technical skills in SQL queries
- Patch deployment on production.
- Full-fill user request regarding any issue or data request by writing new sql queries as per the data format shared by client.
- Attending daily meeting organized by team lead or PM.
- Sending daily and weekly status updates of calls to Team lead and PM.
- Providing training to new joiners and assisting team member.

Education

- **B.sc in Information Technology**
Mumbai University (2007 – 2011)
- **HSC** Mumbai (2007)
- **SSC** Mumbai (2005)