Suraj Paul

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Having around 4+ years experienced professional with expertise in Production/application Support and maintenance using UNIX, Shell Scripting and Oracle.

EXPERIENCE SUMMARY

- **Having around 4+ years** of extensive experience in Production/application Support and maintenance.
- Perform in depth technical BAU application support.
- Excellent L2 Production Support. Willing to Support in 24/7 rotation as per the shift roaster.
- Working Knowledge of ITRS, Service Now, JIRA, Putty.
- Well versed with Change management, Release and Deployments.
- Good eye to debug the root cause and provide a temporary and permanent solution.
- Coordinate with L3 and development team and provide and implement solutions.
- Act as a Level2 support for Level1 teams.
- Prioritize work to successfully deliver service in a diverse environment.
- Perform application releases and changes into PROD/DR environments.
- Assist with incidents, problems, changes, of varying complexity.
- Manage escalations to development and the business.
- Drive Engineering and BUILD (Development) teams for bug fixes.
- Drive development teams for application enhancements to improve supportability of the platform.
- Work closely with UNIX/Database/Network Infrastructure teams on stability improvement programs or general improvements to the environments.
- Perform risk reviews of the environment and raise new risks where/when applicable.
- Application documentation.

- Proficient on UNIX, Oracle, Shell Scripting, Database like Oracle (SQL) and Job scheduling (Crontab) .
- Excellent communication & inter-personal skills with abilities in resolving production issues.
- Having Knowledge on JAVA.
- Having Knowledge on Salesforce Administration.
- Having Knowledge on ServiceMax Development.

WORK EXPERIENCE:

- Currently working with **Capgemini India Pvt Ltd**, as a **Consultant,** from Jan 2019 to till Date.

TECHNICAL SKILLS:

Operating System	: Unix, Microsoft XP/Vista/7/8
Database	: Oracle
Scripting	: Shell Scripting

Connectivity	: Putty, SQL Developer
Monitoring	: Geneos, Little Sister, Tivoli
Ticketing	: ServiceNow, JIRA
Repository	: Artifactory, Git, Tortise SVN

EDUCATION QUALIFICATION:

B.Tech from **BPUT (Biju Patnaik University Of Technology, Orissa) in 2016.**

PROJECTS SUMMARY:

Project #1

Title	: RBC Authenticated
Project Type	:Production/Application Support and Maintenance
Domain	:Banking
Period	:April 2020 to till date
Client	: Royal Bank of Canada
Team Size	:9
Environment	: Unix, SQL, ITIL
Database	:Oracle 11g
Scripting Language	: Java Script, Shell Scripting
Tools Used	**:**SQL developer, Service Now, JIRA, Tivoli, Geneos

Application Introduction:

The main purpose of the application is to authenticate the users. Like we get one OTP for doing online transaction, the customer of Royal Bank of Canada get a CRONTO image in the screen while doing transaction, they have to scan the CRONTO image with their registered mobile application, after that the application will generate the TAN(OTP) for doing transaction. For every transaction they have to scan the similar kind of CRONTO Image thrice, first one for activating the device, second for doing the transaction and the final one for deactivating the device. For every transaction they will be assigned with a serial number which is called as digipass. One digipass can be used for 99 transactions for the same customer. After using the all 99 instances the user will be assigned with a new digipass and the assigning of new digipass to the customer is an automated process, just they have to click on "GetNextToken". For each and every step they will get the OTP in their mobile application post successfully scan of the CRONTO image. If they provide wrong OTP or if they don't scan the CRONTO image properly the transaction will get failed. Currently only Royal Bank of Canada customers are using this application for their online banking activity.

Project #2

Title	: NovelHealthCare
Project Type	:Production/Application Support and Maintenance
Domain	:HealthCare

Period	:JAN 2019 to April 2020
Client	: NovelHealthCare
Team Size	: 9
Environment	: Unix, SQL, ITIL
Database	:Oracle 11g
Scripting Language	: Java Script, Shell Scripting
Tools Used	**:** SQL developer, Service Now, JIRA, Tivoli, Geneos

Description: The domain of this project is HealthCare. It provides multi-specialty to hospitals. It is a web based application providing services to different hospitals or hospitals with many braches based on license. It covered all aspects of Hospital activities like keeping track of patient details IP & OP, Doctors information with appointment scheduling, Diagnostics, Doctors Availability, Prescription and Patient Registration, and related information about the previous attacked diseases, facilities Management and Billing systems.

Roles and Responsibilities:

- ➢ Providing support as L2 level depending on the priority of issue.
- ➢ Raising the Change Request (CR).
- ➢ Implementing the Change Request.
- ➢ Approving the Change Request.
- ➢ Raising Service Request (SR).
- ➢ Performing Deployments and Releases activity.
- ➢ Doing Disasters Recovery(DR) activities.
- ➢ Joining the client meetings and working on their requirements.
- ➢ Sharing the license count to client and L3 team on daily basis.
- ➢ Uploading the Digipasses according the client's need.
- ➢ Troubleshooting, Issue Resolving of Application.
- ➢ Extracting data from production databases as per user request.
- ➢ Monitoring & resolving the tickets (P1,P2,P3) in the queue according to their priority.
- ➢ Application/Server health checkups.
- ➢ Monitoring jobs using ITRS Geneos.
- ➢ Preparing status reporting on daily basis.
- ➢ Doing regression and functional testing and providing UAT signoff during release.

DECLARATION:

I hereby declare that the above written particulars are true to the best of my Knowledge and belief.

Name: Suraj