



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

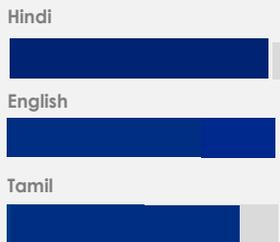
CONTACT INFO

PHONE
9566096815

Alternate number
9600133716

EMAIL
j.akshay58@yahoo.com

LANGUAGES



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.

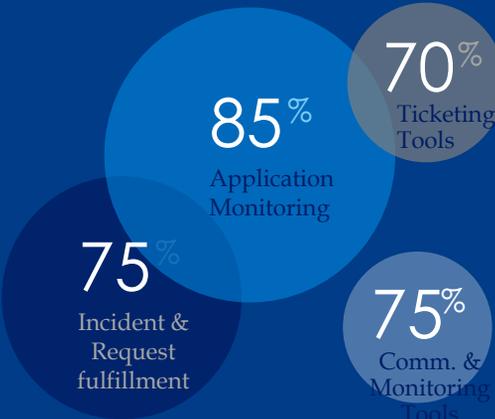
Cancelling and resubmitting the dot net batch based on ad hoc request.



CAREER TIMELINE



EXPERTISE



SKILLS

