

# Abhishek Anand

Team Lead-Java Development||Application Support||Production Server Support

Seeking assignments in Technical Leading for Application Programming,Application Support & Production Server Support with a growth oriented organization.



✉ anand.riet@yahoo.com

☎ +91-9958228415

📍 Supertech Eco Village-1 Flat No:1008 Tower-A4 Bisrakh, Noida, India

## TOTAL WORK EXPERIENCE

### Team Lead-Java Development & Production Support MetLife-Global Operation & Support Center Noida

07/2019 – Present

India

MetLife is a leading global provider of insurance, banking, annuities and employee benefit programs, serving 90 million customers. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia, Europe, the Middle East and Africa.

Responsibilities as Team Lead:

- Development of Java application & Production Server Support - Lead responsibilities include designing and developing high volume, low-latency applications for critical systems and delivering high-availability and performance. Handling LATAM (Mexico|Chile|Brazil) Projects of MetLife
- Writing a well designed, testable, efficient code. Contribution in all phases of the development lifecycle. Adept in back end development of software products from requirement analysis to system study, coding, documentation and implementation.
- Supporting continuous improvement by investigating alternatives and technologies and presenting these for architectural review
- Providing L3 support for the issues forwarded by L1/L2 team with in defined SLAs.
- Preparing documentation and produce/replicate releases of issue related to the newly aligned issues
- Monitoring applications and production server on daily basis for optimal performance and issues.
- Detecting and troubleshoot issues and suggest possible remedies. i) Proactively and anticipating/handling issues before processes break. ii) End to end ownership of the production environment. iii) Performing resolution of Incident & Change Request.
- Interfacing with client for business requirement gathering, conducting system analysis and functional work.
- Handling 19 Applications of Mexico, Brazil, Chile for back-end Java platform is used, for Front-end Angular-JS & for Database Microsoft Sql Server-PL/SQL is used
- Adroit in providing effective resolution to customer queries related to product and improving relationships with customer by anticipating customer future requirement, thereby ensuring as positive customer experience.

## TECHNICAL SKILLS:

Primary Skills: Core java || Multithreading || J2EE || Angular 2-4 || Angular js || Microsoft SQL Server-PL-SQL

Secondary Skill : JMS || HP-UNIX || IPC || WPS-MQ

Ticketing tools: SMC || BMC || Service Now

Framework: Spring Framework and MVC || Maven

Tool: Eclipse || IntelliJ Editor || Visual Studio Editor

Server : Apache Tomcat 6 & 7 || Azure Microsoft Server

Web service: Representational State Transfer web service

Other Tools IMB - Intermediate Message Broker console application IBM product

Server Monitoring Tool: BMC - TSCO Application

## EDUCATION

### B.Tech: Information Technology Rajasthan Institute Of Engineering & Technology

08/2008 – 05/2012

Jaipur, Rajasthan

### XII

### National Institute of Open Schooling

04/2005 – 06/2007

### X

### Central Board Of Secondary Education

03/2003 – 03/2004

## LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency

## CERTIFICATION:

Oracle Certification in Java Program

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## PREVIOUS WORK EXPERIENCE

### Project Engineer Wipro Infotech

02/2014 – 04/2019

Delhi

Delhi International Limited Project:DIAL is a joint venture consortium that all Java applications maintenance coding and giving support to AOCC in UFIS and IMB where IT / ITES enabled services are provided by Wipro. The applications are web based applications and developed on multiple platforms (JAVA/J2EE) and used within DIAL.

Responsibilities as Project Engineer:

- Contribution in all phases of the development life cycle. Adept in back end development of software products from requirement analysis to system study, coding, documentation and implementation.
- Providing Operational Application Support to Airport Operations Control Centre (AOCC)|ATC|Terminal 1/2/3 and handling their query regarding airport specific Software UFIS & other major applications alone.
- Updating existing old applications according to new technologies and new requirements by the client. Performed testing and deployment of applications in production server.
- Providing L1/L2 support for the issues in defined SLAs.
- Interfacing with client for business requirement gathering, conducting system analysis and functional work. Developing, troubleshooting and debugging of the application.
- Monitoring applications and production server on daily basis for optimal performance and issues.
- Managing requirement gathering, system analysis, and finalization of technical/functional specifications. Defining best practices for project developing and documentation.
- Set Up all the major applications end to end in AOCC systems alone during Delhi Airport Terminal-2 on high priority. Managing Day-to-Day activities of Application Support at Delhi International Airport
- Handling 40 Applications of Delhi International Airport alone in my shift, for back-end Java platform were used, for Front-end Angular 4 & for Database Microsoft Sql Server-PL/SQL is used
- Daily monitoring of all the J2EE as well as JAVA console application. Monitoring overall functioning of process and identify improvement areas. Developing, troubleshooting and debugging of the application.

## TECHNICAL SKILLS:

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## INTEREST:

Travelling

Playing Computer Games and Snooker

Reading Motivational Books

Cooking