Sumit Kumar

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Objective:

To work with an organization offering a dynamic and professional environment which will help to achieve the goals of the organization and simultaneously enhance my skills and knowledge and enable to grow professionally within the organization.

Career Summary:

- Insightful knowledge of Razorpay product and resolving the all product related and payment related query.
- Have been the customer satisfaction champion for more than 6 months.
- Have worked on API related query.
- Highly accomplished, result oriented & competent professional with 1 years 2 months of experience in Application Support L2/L3 in banking arena.
- Good working knowledge in supporting applications like Payment Systems, Internet Banking.
- Having knowledge in PHP, javascript with 1 years 6 months of experience .
- Perform ticket analysis, service interruption analysis and follow-up with relevant teams for resolution.
- Ensure that all required ticket information is available further analysis.
- Perform queue management for assigning tickets to other teams, and follow-up for timely resolution while keeping track of SLA.
- Ensure the seamless handover between shifts and monitor and publish the SLA achievement by keeping track of all KPIs.
- Perform the validation, verification and correction wherever applicable of artifacts of the system, and make the reports and properly document errors that are detected.
- Team player with good organizational & interpersonal communication skills.

Work Experience:

- Working as **Sr. Technical Consultant** in **Razorpay** from Apr 2020 to till date.
  - Worked as **System Analyst Engineer** in **Axis Bank** from Apr. 2018 to Mar 2020.
  - Worked as an **PHP Developer** in **HFN Pvt Ltd.** from July 2016 to Jan. 2018.

Job Responsibilities:

- Providing functional and technical support to SWIFT NetLink, Alliance Gateway, SFMS (RTGS, NEFT).
- API related query.
- UPI Payment support to Amazon, OLA.
- Provide implementation, configuration and support services on SWIFT and payment application for production and test environment.
- Provide production support on SWIFT and Payment gateway system application.
- Performing RTGS and NEFT weekly archival activity, backup and restart server/application.
- Performing IFSC proliferation, and analysis of return transactions.
- Checking alerts and rectifying database error, troubleshooting product functionality and database issue.
- Provided functional and technical support to Bank Customers in Internet Banking application, Payments systems Paypro, Paythru, AtPar, CBSS,RPay, Profunds.
- Support and ensure the continuous availability of all applications that used by a large population of corporate net banking users.
- Responsible for monitoring transactional tasks.
- Monitor transaction bulk file upload through net banking which includes NEFT, RTGS, IFT, IMPS and CC, DD transactions.
- Interacting with customers for problem resolution and escalating issues as and when required.
- Identify application errors and interact with the development team to resolve technical issues.
- Investigating and resolving technical & operational issues of the applications.
- Handling second level queries of clients as well as operation team and give them resolution over net meeting or over telecom and over mail.
- Handling the Query related to PayPro application to corporate user over telephone & mail.
- Maintain holidays in RTGS & NEFT application.
- Server rebooting (Linux/windows) in case to free memory which was utilized by applications services or database services or in-case of technical flaws in functionality.
- Applying patches on respective server or databases when required and also running queries in Oracle/SQL whenever required.
- Monitoring the E-payment transactions.
- Performing BODs & EODs.
- Escalating the issues to bank officials on a timely basis.
- Working according to bank schedules.
- Running the scripts for the transaction message flow.
- Bring up all the SAS servers at the starting of the week and bring down at the end of every week.
- Monitor / analyze Application Logs for tracing any errors.

Application Knowledge:

- UPI Payments
- RTGS,NEFT,IMPS,IFT,CC,DD,CASH PAYOUT
- Paypro
- Profunds
- Atpar
- CBSS
- Finacle
- NSDL
- RPAY
- E-TAX PAYMENT

Technical Skills:

- Operating system : Windows, Linux, Unix, MAC
- Database : SQL (Oracle and Mysql)
- Tools : Putty, FTP, Win SCP, Remote Desktop, Net Meeting, Unidesk, Office 365, Zoom, Google hangout, Kibana
- Server : Web Server, Application Server, Gateway Integration
- Technology : Tomcat, Json, XML, SMTP, Web Plugins ,PHP, Jboss, Apache, Weblogic, API

Educational Qualifications:

- B.Tech in Electronics and Telecommunication from **College Of Engineering Roorkee**, **Uttarakhand Technical University**.
- HSC from S.S.N.I.C, Uttar Pradesh.
- SSC from S.S.N.I.C, Uttar Pradesh.

Declaration:

I do hereby declare that the information furnished above is true to the best of my knowledge & belief.

Date:

Place: Signature

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