OBJECTIVE

To work with an organization that helps me contribute to the growth of the organization by leveraging my skills and education, enabling me to grow, by providing exposure to challenging tasks that enable constant learning.

Pramod Talawar
(Cloud & On-Premise Prod Support)

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Experience:

Product Support Supervisor (Tech Support and Client-Management)- Managed Services-@FIS, Bangalore
Aug 2017 till date

Senior Product Admin -@Oracle, Bangalore
July 2015 to Aug 2017

Senior Product Support Analyst- @IQVIA, Bangalore
Feb 2014 to June 2015

Onsite Coordinator & SSE @ HCL, UK-London & Bangalore
Aug 2007 to Jan 2014

Education:

Master's degree: 75%.
 MTech in Computer Networking (VTU-2017)
Undergraduate:65%
 BE in Computer science (VTU-2007).

Personal Data:

DOB	1-Jul-85
Sex	Male
Nationality	Indian
Married Status	Married
Passport	G170097

Address: No-748,17 A cross,36ᵗʰ Main, JP Nagar 6th Phase Bangalore-560078.

Brief Overview

- Total **13+** years of rich experience in providing tier II/III Production/Application Support, Customer Support and Managed Services Support in Cloud and On-premise Applications.
- **2+** years' experience in being **Onsite Coordinator UK** in HCL for understanding client requirements and operations support.
- **10+** years of strong organizational skills with good experience in Technical Projects, Client Support Projects and CRM.
- **4 +** years' experience in Team Management (Team of 35).
- Proficient in Domains: **Auto Finance Leasing, Retail, Marketing, Asset Management, Banking, and Health Care.**
- Adept in handling high severity incidents to ensure service availability with minimal delay and impact, towards ensuring smooth operations of an infrastructure environment and providing RCA for priority tickets.
- Expertise lies in L2, L3 End to End support for applications and CRM applications.

Skills and Knowledge

Certifications	ITIL v4, Microsoft Azure Administrator-104, Agile Scrum foundation, Cloud Computing foundation, Six Sigma Green and Black Belt, Octopus DevOps.
Trainings	Unix, Python, PMP(Basics), Agile, Azure Fundamentals, Eloqua B2B, Power Shell.
Environment	WINDOWS 2000, 2007, 2012, 20016 SERVER, Linux.
Database	Oracle and Microsoft SQL.
Web Server	IIS, WebLogic
Cloud Technologies	AWS, Azure and Oracle cloud Infrastructure (OCI), Virtualization-OVM, Hyper-V, Cloud security.
Ticketing Tool	Service Now, BMC Remedy, JIRA
Tools	Oracle Enterprise Manager (OEM), Toad, SQLPLUS. PagerDuty, Team City and Terraform etc

PROFESSIONAL EXPERIENCE:

Currently working as Product Support Supervisor (Asst Manager) at FIS from 2017.

From: Aug 2017- Till Date

4. Company: FIS- Embassy Icon, Infantry Road Bangalore.
   Project: **SAAS:** Application Managed Services.
   Role: Product Support Supervisor. (Asst Manager)
   Project Description: Managed services to customer. On premise and Azure Cloud.
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Responsibilities:
- Providing and maintain the valued SaaS support services to customer as per the agreement in the contract.
- Providing prompt technical or functional assistance to internal and external customer.
- Always adhere with organization KPI.
    - a. CSAT: Customer Satisfaction Score
    - b. ESAT: Employee Satisfaction
    - c. Continuous Service Improvement (CSI)
    - c. Focus on number of tickets received from Customer and resolved on time.
    - d. First Response Time (FRT)
    - e. Average Handle Time (AHT)
    - f. Provide RCA
    - g. Consistent Resolutions
    - h. On time Release to customer.
    - i. Customer Retention
    - j. SLA committed
    - k. Revenue Track from Customer
    - l. MRR Growth Rate: always Keep an eye on your recurring revenue
- Provide help to understand the operation metrics and purpose.
- Prepare the knowledge base documents or SOP's in project.
- Mentor a team in all aspects of the work technically or operationally.
- Regular meeting with customer to check the customer satisfaction level and improve the work.
- Point of contact for all critical customer issues.
- Manage the relationship and work with Internal Technical teams (Dev, DB and Business Analysists Team etc) for resolving high priority tickets.
- Manage the Releases and Hotfix deployments.
- Biweekly meeting with team to understand the team deliverables and target SLA.
- Providing regular updates to higher management on project deliverables.
- Manage the escalation within L1/L2 and L3 team.
- Manage the performance improvement plan and disciplinary actions.
- Perform performance reviews for the team.
- Manage the monthly SLA reports to customers.
- Manage the collaboration within a team.
- Encourage team to utilize the current technical skill and excel their career.
- Manage the Customer relationship with organizations standards.

Key Projects:
- On premise application migration to Azure.
- Automation of server (App, DB, Web) builds.
- Octopus Deployment set up.
- Application Insight set up (Monitoring).

From: Jul 2015-Aug 2017

3. **Company:** Oracle India, PTP, Kadubeesanahalli, Bangalore.
   Project: SAAS: Oracle Marketing Cloud –Development Operations.
   Role: Sr Product Support Supervisor.
   Project Description: Operational support to the Oracle Marketing cloud (Eloqua)
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 Responsibilities:
- People management
- Process Management
- Release Management (QA, Staging and Prod)
- Automation
- Operations Management
- Escalation Management
- Change Management
- Working-on with AWS-Azure VMs, Azure blobs storage, container, cluster, Backup-storage,
- ML studio, Azure Express-Route, VNETs Subnets, NSG, ASG, Azure SQL and No-SQL Databases, PowerShell scripting.
- Working on load balancer WAF, Azure App-GW, Elastic Load Balancing.
- Azure management tools: The Azure portal, the Azure CLI, PowerShell, and JSON templates.
- Authentication – AD, SAML, IDP, MFA and Authentication - authorization in Azure App Service.
- Security - Azure Security Center, Web Application vulnerability scanning, Penetration Testing and Layered Security Architecture.
- Monitoring - Azure monitoring, App-Insights, workspace dashboard, Manage engine alerts.
- Working on Cloud network, Elastic Load Balancing, DNS(Route53), IP Networking (TCP/IP, IPSec, OpenVPN, SNMP, HTTP, SSL/TLS, SMTP).
- Handling Azure AD, storage, DNS, DHCP, Public IP, Subscription, and cost management,
- Handling multiple DDC, Storefront, XenApp, XenDesktop, VPX, MPS servers
- Handling Palo-Alto, DLP, FortiGate other next gen firewall and security tools.
- VMWare, Citrix, NetScaler, IIS and application server management
- Installation, migration, upgrading multiple application releases on hybrid VMWare environment.
- Designing, creating, and configuring multiple cloud environment for client with BCP, Dre plans.
- Handling SIEM tools, quarterly PenTest, MDR scan, vulnerabilities management and scripting for remediation.
- Working on 24/7 environment and handling L1, L2 and L3 teams, SLA and incident management.

- Following ITIL standards, writing manuals, SOP, RCA document and BCP recovery records.
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Key Projects:
- Oracle Marketing Cloud (Eloqua) – Migration to OCI
- Automation of server (App, DB, Web) builds.
- Momentum mta to power mta for e-mail delivery.

From: Feb 2014-June 2015

2. Company: IQVIA(Quintiles). PTP, Kadubeesanahalli, Bangalore.
   Project: IAAS: Healthcare support team.
   Role: Senior Product Support Analyst.
   Project Description. Support Inhouse health care applications and BAU tasks.
   Responsibilities:
- To protect patients, managers ensure the confidentiality and integrity of the healthcare facility.
- Identify workflow/system improvements and work with supervisor and operations team to enact change.
- Developing scripts for build, deployment, maintenance, and related tasks using Jenkins, Docker, Maven, Python and Bash.
- Deploy war files on QA, Staging and Prod environment. Once new war files are deployed on Tomcat get the changes verified.
- Understanding the Build Process and scripts. Coordinating with the developers to deploy the snapshots to Test / QA environment.
- Maintained build related scripts developed in shell for Maven builds. Created and modified build configuration files including POM.xml.
- Configuring Build agents for Jenkins and helping end users with build issues.
- Designed and build project using Jenkins, SVN to auto build source code with private changes of developers (pre-check-ins) on production server for testing.
- Validate the teams release run book and roll back plans. Discuss the impact of releases to stake holders as required.
- Implemented Nagios XI for monitoring and reporting across a range of environments and acting user admin for Nagios.

Key Projects:
- Automation.
- Nagios XI for monitoring the applications.

From: Aug 2007- Jan 2014

1. Company: HCL Technologies. Jigani, Bangalore
   Worked in client Locations: MacAfee (2 Year), Lyyods Bank (2 year).
   Project: Telephony Service, MacAfee Support, HBOS Mortgage Support.
   Role: Sr S/W Engineer, Onsite Coordinator (UK-London).
   Project Description. L2/L3 Support, Clint applications support, Onboarding new clients and requirements.
   Responsibilities
- Onboarding new clients and gathering the requirements.

- Take KT from clients and transition to offshore team.
- Involving in different service transition phases like **Initiation, Acquisition, Redesign** .
- Demonstration , Parallel Run and Observation for the project.
- Liaise between clients, onshore and offshore teams.
- Providing technical support during P1/P2 issues.
- Deployment applications to **QA, Staging and Prod** environments,
- T-SQL code reviews & Create and maintain knowledgebase of solutions.
- Identify and make recommendations on streamlining and efficiency. improvements for application related processes.
- General windows server administration.
- Support Online application, **on call Support**, Bug Fixing and Enhancements.
- General application support like troubleshooting IIS, recycling scheduled agents, resolving web server issues, resolving application server issues, etc
- Hands on experience in application/code deployments.
- Supporting **Disaster Recovery** exercise.
- Training the teams on functional aspects of the domain.
- Created **SOP** documents for team.
- Encouraging team to learn new technologies and adopt in project work.
- Encouraging team to Automate the Deployment activity through Power Shell.
- Responsible for Transferring Depersonalized Database to Application Support Team.
- Standard **ITIL Process** (Incident Management, Change Management and Problem Management) follow up for customer requests

Key Projects:
- LBG-Banking (UK) new project to HCL.
- MacAfee Quote Redesign Project.

PERSONAL STRENGTH:

- Self-motivated, good learner and quick to adapt to any changes has helped to be result oriented.

- To be a source of strength and dedication to whomsoever I may be working with and to make optimum use of my knowledge and experience in the field of Customer support and service which leading to organizational growth.

- Good communication skills, interpersonal skills, self-motivated, quick learner, team player.