

Gautam Rajendra Tiger

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CAREER OBJECTIVE:

Seeking a position to utilize my skills and abilities in a company that offers professional growth while being resourceful, innovative and flexible.

IDBI Intech Ltd

Designation – Project Leader

Client: IDBI BANK, Navi Mumbai.

Sep 2021 till now

- Leading CBS Finacle Technical Support team (team of 6 members).
- Configuration, support and maintenance of all services in test systems and maintenance in production in coordination with Infra team.
- Finacle 10x suite of products installation as and when needed in difference servers.
- Leading DR drill activities (Planned and Unplanned) for Finacle Core.
- Data Refresh in test servers / migration servers based on the need in coordination with Infra - backup team.
- Support for Migration /Upgrade of OS, Application and DB as and when needed in all Finacle Core India /DIFC (Dubai) environments.
- Coordination with OEM for various system (system level configuration & parameter) issues, getting resolutions, testing the same in test environment and making the same in Live.
- Conducting internal meetings with various stake holders periodically or on adhoc basis for any ongoing activities of migration testing, OS upgrade testing etc.
- Patch deployment (provided by OEM) through APDM tool. (Product/Custom).

DCB Bank, Mumbai

DC Application/Production support

Designation : Deputy Manager

Apr 2018 to Sep 2021

- Possessing specialist knowledge of operating systems, applications and software like Finacle, FinOne Neo SWIFT,MOBILEBANKING,HRMS, CTS etc.
- Monitors applications, systems and hardware in a processing environment for Business Continuity.
- To Follow up escalation procedures when appropriate to resolve processing problems and user problems in a timely manner technical support to teams within the organization, and to external clients within TAT and SLA defined.
- Coordinates testing of applications, systems, processes and procedures, hardware and/or software changes.
- Handling CTS inward/outward clearing return.
- Maintain Application Downtime Report . Vendor Management & Incident/ Request Report
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date
- Maintaining and updating technical documents and procedures
- Identifying and resolving technical issues
- Managing coordination at a local and higher level authority where required
- Delivering regular and customized training to teams within the business
- Preparing maintenance plans and upgrading schedules for the organization's systems

Clover Infotech,
Designation – Senior Software Engineer
Client : Ratnakar Bank Ltd (RBL)

July 2016 to Apr 2018

- Providing the solution for application and production issue through service request, mail and telephonic call from users.
- Coordinate with development and support teams to resolve the issue.
- Keeping track of various end of day scheduled jobs/activities for prevention of issues and smooth working of the system.
- Processing Application's (Vision Plus, LMS, CRMnext) EOD and EOM process.
- Providing the required data to user through service request.
- Deploying patches into different server at down time.
- Extended support for Moth end activity (EOM).
- Providing PAN India Support to end users (Branch users/Operational users).
- Providing day to day Production Application Support for RBL Mobile Banking Application, Credit Card Application
- Taking care of Installation & configuration changes at application end.
- Handling and Monitoring of the Application Servers and their services.
- Taking care of restart services activities in productions based upon the requirement.
- Taking care of health checkups for the applications daily basic.
- Responsible for providing the support in L1/L2 level depending on the priority.

Softenger India Pvt Ltd ,
Application Support Engineer
Client : Kotak Mahindra Bank

Sep 2013 to Jan 2016

- To carry out smooth and uninterrupted functioning of various applications under 24*7 Support for various projects covering like Finacle METAGRID, CASHTECH, CALYPSO, NGRTGS, NEFT and SWIFT AML, etc.
- Monitoring the server's through Arcos application & taking start/stop of application
- Veritas Netbackup 7.1 & 7.5.0.7, which includes administration of master server, creating and scheduling backup policies as per backup requirements & executing database backups. Restoration in Test Environment. 300 policy on daily weekly and Monthly basis.
- Uploading files and responsible for Call logging/Assigning/Follow-up (FCRM) Helpdesk issues.
- Perform end-of-day processing jobs as per the instructions given in production environment. Review system/application logs closely to validate successful completion of these jobs and follow escalation procedure to report and resolve any issues.
- Managing & maintaining Issue Tracker Checklist for activities & daily based operations of Data Center.
- Checking Network problem of the branch as well stop-start the services required to run on server and accordingly co-ordinate with users via Remote access Tool.
- Patch Deployment to applications.
- Attending Weekly review call with business team on their respective applications and trying to resolve the ongoing issues.
- Coordinating with ADMIN Team for OS patches on server and reboot activity.

CMS Infosystem Ltd
Associate Engineer
Client : DCB Bank

Jan 2012 to Sept 2013

- Handling various Banking operations at production site, data center.
- Computing Backups on AIX & Windows Servers weekly, fourth nightly, Monthly.
- Management & Maintenance of server, Server Installation.

- Maintain daily health checkup of all servers (Windows & AIX)
- Handling Veritas Backup various 6.5-Policies management, Tape management.
- Completion of Finacle operations & upload process of Bank.
- Upload bank's Daily Report, Patches.
- Execute end of a day process on Finacle Application System which includes successful completion of ABH process.

TECHNICAL SKILLS:

- **Programming Languages:** SQL, PL/SQL,
- **Data base:** Oracle 11 G,12C ,19C, RAC DB
- **Application Server:** Java, PHP .NET,IBM Websphere, IHS, Tomcat-Apache,IIS
- **Ticket Racking Tool:** Wipro Helpdesk, Service desk, My CRMNEXT
- **Case Tools:** SQL developer, Putty, Toad, WinSCP, SFTP, MS SQL server 2005
- **Operating Systems:** Windows, Linux, AIX,UBUNTU

Technical Qualification:

- Appeared ODBA (Oracle Database Administration 10g) Course from SQL Star.
- Hardware & Networking Completed from CMS Computers Ltd.

ACADEMICS:

- Appearing MCA (Master Of Computer Application) from Sikkim Manipal University (correspondence)
- Bachelor in Commerce (B.com) From Chetana College, Mumbai University in 2011.

Personal Details

- Date of Birth : 23 Feb 1990
- Languages Knows : English, Hindi, Marathi,Kannada
- Nationality: Indian.
- Address : G-Wing 818 Lotus Co. Housing sociey, Chakala JB Nagar, Andheri Kurla Road

Declaration:

I do hereby declare that the particulars of information and facts stated here in above aretrue, correct and complete to the best of my knowledge.

Place: Mumbai

Date: