

Arvind Kumar

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Highly skilled Application Support professional with L2 expertise having 2 year of experience supporting critical banking applications at DXC Technology. Committed to providing exceptional support to end users, troubleshooting complex issues by system log analysis and ensuring seamless operation of critical applications. Proven ability to efficiently resolve tickets, collaborate effectively with stakeholders, and ensure smooth application operations. Possesses strong technical skills in Linux, Oracle SQL, C & Java programming, oops concept, Automation testing and troubleshooting.

Skills

1. Java & C programming language.
2. Oracle SQL & PL/SQL
3. Linux & shell scripting
4. Ooops concept with java
5. Selenium WebDriver automation testing with java
6. OS Knowledge - Red Hat Linux, Ubuntu, Windows 7,8,10,11
7. Web development
8. Troubleshooting and log analysis
9. Agile models

Experience

Company Name- DXC Technology

Analyst III Business Process Transaction

Project 2: UCO Bank Data Center (July 2023 – Present)

Top Responsibilities-

- Resolving daily tickets related to technical issues over calls, Email, and ticketing tools like ITSM.
- Creating and testing the scripts and procedures to automate complex tasks.
- Testing and debugging the application for any change.
- Customize scripts as per requirement
- Deploying new changes to application.
- Monitoring system and resources and taking appropriate action when needed.
- Doing EOD-BOD and night activity and morning activity at Data Centre.
- Taking part in month end and year end activities.
- Troubleshooting for complex issue by analyzing system logs and error data.
- Doing customization in scripts as per requirement.
- Restarting services and monitoring.

Project 1: Indian Post Payment Bank Data Center (June 2022 – July 2023)

Top Responsibilities-

- Providing support for their queries, daily reports, tickets, and technical issues at Data Center.
- Generating and sharing various reports for daily operations.
- Customize and development of products as per client requirements.
- Deploying and testing the new changes at testing server.
- Creating, modifying, running and monitoring batch jobs.
- Collaborating with client and teammates to resolve unfamiliar issues.
- Monitoring system and resources.

Education

Dr. A.P.J. Abdul Kalam Technical University Lucknow

Master of Computer Applications – MCA (2020-2022)

Completed with “**8.23 CGPA**” and awarded “**I-DIV WITH HONS**”

Training Courses and Certification

- Selenium WebDriver and Java - Learn Automation with Selenium - **Udemy**
- Training Activity (Jan 2022 – June 2022) Certification on Oracle sql, Linux and Finacle Core Banking Solution- by **PD workforce Developer**
- Certificate of SQL and relational DB - **IBM**
- Learning Linux Shell Scripting - **LinkedIn**
- Fundamentals of digital marketing – **Google**

Rewards/Recognition

Valued Impact – DXC TECHNOLOGY