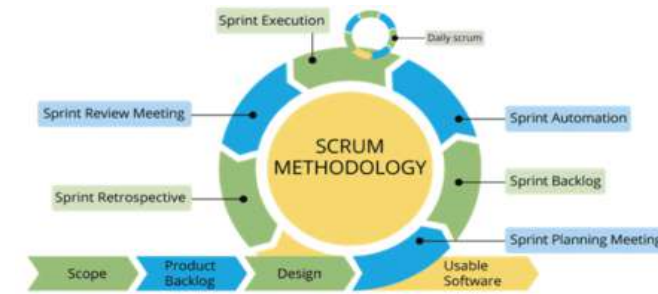# Rahul Verma

Group Manager

Application / Infrastructure Support and Client Services

More than 14 years of **Production / Application Support** experience highlighting strong troubleshooting and analytical skills perfectly matched with technical expertise, excellent communication skills and the ability to find innovative solutions. **ITIL certified professional** and ITSM operational processes like Incident Management, Change Management, Problem Management, Release Management and Service Improvements.

Experience in handling team of more than 50 well trained employees working in rotational shifts, attending production calls, troubleshooting the application, resolving bugs ,handling installations, upgrades, service packs, hot fixes, hot fix rollups, product releases along with configuration, migration, job scheduling, back-up and recovery procedures of database.

Leads and drives the talent strategy and ensures the right mix , drives a transparent and fair performance culture and ensures the performance management process is followed and that training and developmental needs are identified and addressed.

Manage end-to-end Service Deliveries, Build, and **Manage complete Operations of a Support center**. Support Project Managers, Team Leaders in addressing customer issues effectively. Design & follow appropriate governance model/plan for SLA compliance.

Profile

- **Contact**
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  - +91 - 9545453401

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- **Email**
  - rahulverma27@gmail.com

Experience

- **BNY Mellon Technology**   **2009 – 2020**
  - Group Manager – Application Support   2019 - 2020
  - Lead Manager – Application Support   2013 - 2019
  - Team Lead – Application Support   2011 - 2013
  - Knowledge Specialist – Application Support   2009 – 2011

- **eGain Communications**   **2007 – 2009**
  - Production Support Engineer

- **Balaji Enterprises**   **2006 – 2007**
  - Technical Support Analyst

- **Byte Computers**   **2005 – 2006**
  - Counsellor

Education

- **Masters in Computer Management**   **2006**
  - Pune University , Pune , India

- **Bachelor of Science (Physics)**   **2004**
  - Pune University , Pune , India

- **HSC**   **2001**
  - Maharashtra Board , India

- **SSC**   **1999**
  - Maharashtra Board , India

Personal Information

Languages   -   English, Hindi, Marathi

Hobbies   -   Travelling, Reading, Gymnasium

Passport   -   L6545301

Visa   -   Valid US Visa (B1/B2)

Core Competencies and Software Skills

- Production / Application Support
- Client Services and Escalations
- Incident Management / Problem Management
- Windows / LINUX
- Oracle / SQL Server
- ITIL certified / Service Now / AGILE Framework and IT Infrastructure
- Networking / Vendor File Transfers / Eagle Extracts and Reporting
- Basics of Java, JSP, JDBC, Servlets, Applets
- Java Messaging Broker / Python rules
- Private Cloud infrastructure
- Eagle STAR and PACE Applications
- Reference Data Center / Portfolio Data Center
- Eagle Integrated Workflow Studio and Message Center
- Textpad, Notepad ++
- PL SQL Developer and TOAD
- Xshell
- Star Trek

Work History

Group Manager at BNY Mellon Technology, Pune - India   2009 – 2020

- Group Manager   –   Application Support (2019 - 2020)
- Lead Manager   –   Application Support (2013 - 2019)
- Team Lead   –   Application Support (2011 - 2013)
- Knowledge Specialist   --   Application Support (2009 - 2011)

Summary of duties

- Established the **Eagle Investment Systems** support and infrastructure teams and LOB's in the **BNYM Technology - India** in 2009 with 4 staff including myself and then went on increasing the team with size of more than 50 which includes Support teams, R&D teams, Training, Client Services, Infrastructure teams and the Professional Services teams.

- Drives engagement and culture by ensuring employee participation, teamwork and open communication where adherence with compliance is an intrinsic part of the culture and day to day operations. Ensures the short-term (tactical) and long-term (strategic) goals and requirements of the Fund Accounting business are properly supported by a robust infrastructure in addition to budget objectives.

- Support Project Managers, Team Leaders in addressing customer issues effectively. Responsible for managing & building a team of application support engineers who will support (2nd line / L2) various enterprise applications

- Provides leadership and guidance in the resolution of difficult Client Reporting / Accounting problems that are non-routine in nature. Plays a key leadership role and contributes to the management, growth and success of the India business. Liaising with key stakeholders in Home Locations regarding KPIs and Service Level Agreements. Participates in cross-jurisdiction coordination of activities and standards relevant to the Fund Accounting business and implements functional best practices to improve the performance of operations and technology for both internal and external clients. Develops and maintains effective relationships with designated clients, vendors, relevant regulatory bodies and relevant third parties.

- More than 11 years of experience in managing Eagle Production Support teams, Quality Engineers / Analysts, Developers, Professional Services team on variety of Eagle suites like STAR , PACE, Reporting, Message Center, Panels, Integrated Workflow Studio, EJM, Reference Data Center, Portfolio Data Center, Uploaders, Exporters, Web Services

- Expertise in Oracle Advance SQL Programming Using Analytical functions , SQL scripts, Functions, Stored procedures, Cursors, Triggers, Packages, Subqueries, Indexes, Views, Joins, Advanced PL/SQL objects.

- Have Experience in Eagle **Extraction Transformation and Loading (ETL) processes – Integration and Workflow Studio (IWS)** and developing and delivering custom reports to the clients using queries. Extensively involved in Performance and Query tuning in Oracle using Explain plan, SQL Trace, Bulk collect, Materialized Views, Indexes.

- **Expertise in ITIL and ITSM** operational processes like **Incident Management, Change Management, Problem Management**, Release Management and Service Improvements. Work with QA, Release Management and L2 / L3 Support teams to ensure Quality Rollouts. Interacted with the business users, collected the requirements, analyze the requirements, design and recommend solutions.

- Create knowledge base articles regarding key technical support topics by initiating research through all appropriate resources including shadowing other analysts. Ability to work in teams and independently with minimal supervision to meet deadlines. Ability to work in a fast paced production environment with very quick deadlines and where priorities and responsibilities are changing quickly, to work independently and use initiative in getting things done.

- Coordinate with request management team, deployment team and change control management team in successfully rolling out and deployment of application. Migrating, Upgrading, Administrating and Troubleshooting Autodesk Data management and Accounting applications.

- Plan and execute **training programs on various Eagle suites** for global client base also assist sales / pre sales teams in providing advanced trainings on Eagle suites and extending the training to end users of global client base

- Work closely with the Research and Development teams / Professional Services teams to understand client's requirements and integrate the requirement in **AGILE methodology** to develop product on the cloud infra for our clients.

- Act as a **Scrum Master** and work very closely with the **Product Owners** for bug fixes in timely manner and within the stipulated and agreed timeframe. Escalate issues and liaise with this team to ensure bug fixes are delivered on time. Lead the client calls and is an escalation point of contact for Eagle clients all across the globe especially focusing on EMEA / APAC client base and also for off hours for US client base.

- Lead the teams in Eagle upgrades and applying Eagle patches. This includes 24/7 support during this activity. **Lead in problem analysis** - provide specific, relevant production information to assist in troubleshooting the problem within the team. Responsible for engaging with our Senior Solutions Architect, understanding the clients pain points and needs, and developing solutions and proposals that deliver values for the Clients and for delivering a quality Solution to all the Premium Clients.

- Ensuring proper assignment of Incidents , Tasks, Problems within the team through Service Now and IQ systems and ensuring team is working as per defined SLA's / SOP's. Does Incident Management , Problem Management and **is an Incident Manager** for all the incidents reported by Eagle's global Client base.

- **Writing SQL queries** to make support work life easier and migration of db scripts and dlls for the team. Making use of troubleshooting tools like fiddler, MS visual studio, PLSQL developer, TOAD, AWR's, Textpad Notepad + and many more.

WINS at BNY Mellon Technology , Pune - India

- Visited and Represented Eagle Investment Systems in EMEA/ APAC Clients Conference in Japan (Nomura Asset Management) , Singapore (Great Eastern Life), Qatar (Qatar Investment Authority), Colonial First State (Sydney), China Investment Corporation (China), Invesco (Hyderabad) and many more.

- Visited the Eagle offices in Singapore, Dubai, Poland, Chennai and Bhubaneswar for training and establishing the global office with Client Operations Managers, Global Professional Services, Support and Sales Employees.

- Held multiple awards like MVP , Quarterly and Recognition awards etc. within the company for excellence in Client Production Services / Application Support.

Product Support **Engineer** at eGain Communications Pvt. Ltd. Pune – India   2007 - 2009

Summary of duties

- Analyzing, troubleshooting and resolving technical issues.

- Resolving and closing tickets raised by customers; includes delivery and deployment of the application on customer environment, delivery of changes, upgrades, fixes, and enhancements to the application.

- Worked on tool called Ground Work which shows alarms if any service in our hosted applications is not working fine. Product Support needs to monitor the alarms and resolve the issue.

- Managed communications to customers to maintain positive relationships and high level of customer satisfaction.

- Troubleshoot technical problems and worked with development team to ensure all issues are resolved or escalated to the proper resources in a timely fashion.

- Replicated customer environments to verify bug fixes and diagnose eGain product issues. Also generated detailed defect reports to ensure quality.

- Proactively documented and communicated issue resolutions with team members.

- Recommended product enhancements to marketing group based on customer needs and feedback.

- In case of hosting customers, logging in to their systems, enabling debuggers and debugging the files used in the application, fixing it simultaneously.

- Worked on customization done on our product based on the customers requirement. Analyzing the issue and fixing customization issues as well.

- Visited London office recently to train the end users on the Software usability.

Technical Support Analyst at Balaji Enterprises , Mumbai – India   2006 – 2007

Summary of duties

- Installation of Application Software (which consists of around 20 forms taking in customers data and storing those in database) and Operating Systems.

- Retrieving data based on client's requirement, updating it , truncating it , and also performing various operations on it in the DB

- Fixing of bugs by digging it to code level.

- Maintenance of data in a database.

- Modifying (customizing) existing application based on client's requirement.

- Development of the module given by seniors based on client's requirement.

Counsellor at Byte Computers , Pune – India   2005 – 2006

Summary of duties

- Software installation and maintenance.

- Operating System installation and maintenance

- Conducted various training sessions for Corporates

- Providing Project guidance to students for their annual project.

- Providing Technical support and Training to the staff

- Providing Practical sessions to Course participants.

- Handling the Classroom and practical sessions of the students.