

SUSHMA G S

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PROFILE SUMMARY

A meticulous, versatile and result-oriented professional over **6+ years experience in Production Support** as L2 in the field of Data Warehousing, Informatica , SQL, Oracle, Unix in Banking domain and **1 year experience** as a guest lecturer for BCA and BSc. A decisive leader with a keen eye to maintain the high-quality standards and challenges.

- Proficient in coordinating with the Senior Manager and Clients/Business users to resolve issues and set daily/weekly plans which are to be conveyed to the personnel.
- Have strong analytical, problem-solving and communication skills, with particular emphasis on clear, detailed Business Requirements and Functional Specifications, as well as reports for management.
- Enthusiastic and committed to maintain quality and efficiency.
- Fast learner, work effectively and independently.
- Can relate to different problems and find solutions to complex issues within given time frame and without any impact to the application.
- Contributes effectively (at a personal level) in all kinds of teams, team situations and team processes. Participated in Management activities and Team work related activities.

CORE COMPETENCIES

Application Production Support ~ Project/IT Support operations Management ~ Change & Release Management ~ Problem Management People Management ~ Team Lead/Team Management ~ Root Cause Analysis/Investigation & Resolution ~ Batch Monitoring/Process Improvement ~ Risk & Compliance

WORK HISTORY

- Asst professor, Dept of Computer Science, PESIAMS, from Dec 2020 till date
- Worked as Senior Software Engineer in HCL Technologies from Jul 2014- till Dec 2020.
- Worked as a Guest Lecturer in GFGC Shimoga from 2013-14.

Handled Subjects: System Software, Data Structure using C, Computer Organization and Architecture, Principles of Management, C++, DBMS

EDUCATION BACKGROUND

- MCA in JNNCE, Shimoga
- BCA in Sahyadri Science College, Shimoga
- Pre-University (PCMB) in DVS Composite College, Shimoga .

TECHNICAL SKILLS

- **Database** :Oracle 10g,SQL
- **BI Tool:** Informatica 9.1,Hyperion(Version 11.X), DRM, Hyperion Smart View.
- **Operating Systems:** Windows 10, Unix

PROJECTS SUMMARY

Project : DB DART
Client : Deutsche Bank , London
Tools : Informatica, SQL, Putty, dB Symphony, Essbase, Cognos , Control M, Geneos,DRM.

Description: Deutsche Bank facilitates the investment banking in different regions across the world. Purpose of DART for Deutsche Bank is to see the profit and loss for a particular location, area and account under the Global Markets division. The MIS application provides a reporting and planning platform for analysis of both financial and associated non-financial data which is retrieved from a data ware house layer.

Responsibilities:

- Leading the team to support & would be responsible for all issues which are managed under the project.
- Provide Technical/Application Support to the Deutsche Bank Users Globally.
- Automation of the manual task using the informatica.
- Analyzing on the Mappings and Workflow of the informatica.
- Done enhancements in application and bug fixing.
- Attending client meetings and understanding their requirements
- Providing logical and technical solutions to Development Team
- Effectively involved in closing the defects raised by the client during Production.
- Provide up-to-date status report on outage, overnight batch stream, and user issues.
- Ability to resolve complex issues and identify root cause
- Developed DML's to extract the data from the source systems.
- Running Adhoc Manual Process requested by client and testing data at every stage.
- Involved in Server stops and sanity Checks activity and GCM implementation.
- Monitoring Error log Batch File, DRM Logs, Essbase log etc.
- Check job status and investigate failures for ETL jobs.
- Effective problem resolution and coordinate with the L3 Support in development of the application if any Escalation.
- Providing support till the product goes into production and also closely monitoring the Production issues.
- Attending calls with Client management to fill up the process gap and plan action for improvement.
- Ensure that systems, processes and methodologies as specified and followed to ensure the up running of the processes.
- Mainly involved in Application Deployment, Application Maintenance, Resolving Issues and Reporting system monitoring, User support.
- Providing process, technical training to new joiners.
- Preparation of Run books, KPI & KEDB documents whenever transition takes place.

Project : **Opal (Operational Portal) [Desktop application]**

Client : **Deutsche Bank , London**

Tools : **SQL, Putty, Informatica, dB Symphony, Cognos**

Description : Deutsche bank Global Analytics is responsible for the post-trade Analysis and Client profitability Analysis among other Analytics responsibilities. Opal stands for Operational Portal and is a desktop application which provides Deutsche Bank traders a front-end portal for trading and analysis of profit and loss data. Opal includes different finance communities like PLA, Report library, new business evaluation and validation and control where traders use this front-end portal for financial reporting and budgeting.

Responsibilities:

- Attending client meetings and understanding their requirements
- Providing logical and technical solutions to Development Team
- Effectively involved in closing the defects raised by the client during Production.
- Preparation of Run books, KPI & KEDB documents whenever transition takes place.
- Preparation of Daily/Weekly/Monthly clients reports & application outage communication
- Effective problem resolution and coordinate with the L3 Support in development of the application if any Escalation.
- Providing support till the product goes into production and also closely monitoring the Production issues.
- Ensure that systems, processes and methodologies as specified and followed to ensure the up running of the processes.

PERSONAL DETAILS

Date of Birth : 11th Oct 1989
Nationality : Indian
Languages :Kannada, English, Hindi, Marathi

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Name: Sushma G S