Md Aman

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To work in a challenging and creative environment and effectively contribute towards the development and goals of the organization.

**Work Experience Summary**

**Currently working as Systems Engineer with Infosys Limited, Pune.**

* 2 years of experience in client based application management and development (enhancements) of the EWS web based application in accordance to the Business Functional Requirement Document (BFRD).
* Experience in communication with client for requirement gathering, analysis, application issues, handling and resolving application based issues.
* Knowledge on Inline views, Correlated sub queries, dynamic SQL and exceptional Handlers using SQL.

**Current Work Experience**

**Infosys Limited**

**Designation** – System Engineer

**Duration**: December 2018 - Till date

Team size: 10

**Database used**: SQL, Oracle

**Tools used**: Service Now, Control M, Sitescope, Squirrel, Putty, Oracle SQL Developer, Client applications

**Description**: Financial services company headquartered in Chicago, Illinois that caters to corporations, institutional investors and high net worth individuals.

**Roles/Responsibilities:**

* Part of Global Fund Administration team that is 24\*7 operational.
* Leading a Team of Incident Analyst for Production Support.
* Work upon incidents, service requests and change requests using Service Now ticketing tool. Involved in communication with clients for application issues, access requests, database changes, job failures and alert failure management.
* Creation of partner logins in databases and providing accesses to partners.
* Creation of partner profiles and providing them access to different client applications.
* Great exposure in resolving client based application issues. Deals with regular application and server health checks.
* Providing extracts/reports to clients as per request.
* Experienced in testing and deploying applications and jobs.
* Experienced in creating resolution documents and knowledge based documents for different application issues and job failures.
* Ability to communicate with clients and other stakeholders with great comfort and ease.
* Serving as a 1:1 mentor for the new joiners in the team.

**Training**

**Infosys Limited, Mysore**

August 2018 – December 2018

Traning in Python,DBMS,Mainframe.

Description: Training was conducted for 6 months in Mysore.

* Main aim was Job oriented learning.
* During the training, we learned about the corporate culture and how to work in corporate.
* Also had training in concepts of Python, MySQL ,Cobol,C#.

Achievements : Recieved a TPF(Top performance) award at end of the training.

**Technical Skills**

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| --- | --- |
| Language | Phython,SQL,COBOL,JCL,Beginner in C#. |
| Database | Oracle,MySQL,DB2 |
| Operating System | Windows,UNIX |
| Software tools | Eclipse, Putty, Oracle SQL Developer, Service Now, Squirrel, Control M |

**Education**

* B.Tech,Electrical Engineering, CGPA - 6.98 I.I.E.S.T,Shibpur 2018.
* Higher Secondary Certificate,I.S.C, Aggregate : 84.75% S.T.B. School 2014.
* Secondary School Certificate,I.C.S.E , Aggregate : 75.88% S.T.B School 2012.

**Achievements and awards.**

* Received Top performer award at Infosys Mysore Training.
* Captain of Counter Strike Global Offensive , IIEST,Shibpur and won many inter & intra college tournaments (Winner in Uttejana 2016&2017 in own institute, Srey 2017 in St.Thomas College and 1st runner up in St. Xavier’s College, Kolkata).
* Winner at Intra college football tournamnet.(I.I.E.S.T,Shibpur 2018)

**PERSONAL INFOMATION:**

• Gender & Date of Birth: Male, 24th November, 1995.

• Languages: English, Hindi, Bengali.

**Declaration**

I declare that the information and facts herein above are true and correct to the best of my knowledge and belief.